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ISS CA20.1: 786

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Department of Public Utilities Annual Report Fiscal Year 1986



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The Commonwealth of Massachusetts
Michael S. Dukakis
Governor

**Executive Office of Consumer Affairs
and Business Regulation**
Paula W. Gold
Secretary

Department of Public Utilities
Paul F. Levy, Chairman
Robert J. Keegan, Commissioner
Bernice K. McIntyre, Commissioner

Cover photo: courtesy of
Boston Globe
Title page photo: courtesy of New
England Telephone Company



The Commonwealth of Massachusetts
Department of Public Utilities
Leverett Saltonstall Building, Government Center
100 Cambridge Street, Boston 02202

October, 1986

The Honorable Michael S. Dukakis, Governor
The Honorable William M. Bulger, President of the Senate
The Honorable George Keverian, Speaker of the House
of Representatives
The Honorable Paula W. Gold, Secretary of Consumer Affairs
and Business Regulation

We are pleased to submit the Annual Report of the Department of Public Utilities for fiscal year 1986.

We sincerely appreciate the support provided by the Legislature in helping the Department deal with the many issues concerning regulation of the state's utilities and common carriers.

We look forward to a continued close working relationship with the Legislature and we welcome your involvement, questions and suggestions.

Respectfully yours,

A handwritten signature in cursive script, reading "Paul F. Levy".

Paul F. Levy, Chairman

A handwritten signature in cursive script, reading "Bernice K. McIntyre".

Bernice K. McIntyre, Commissioner

A handwritten signature in cursive script, reading "Robert J. Keegan".

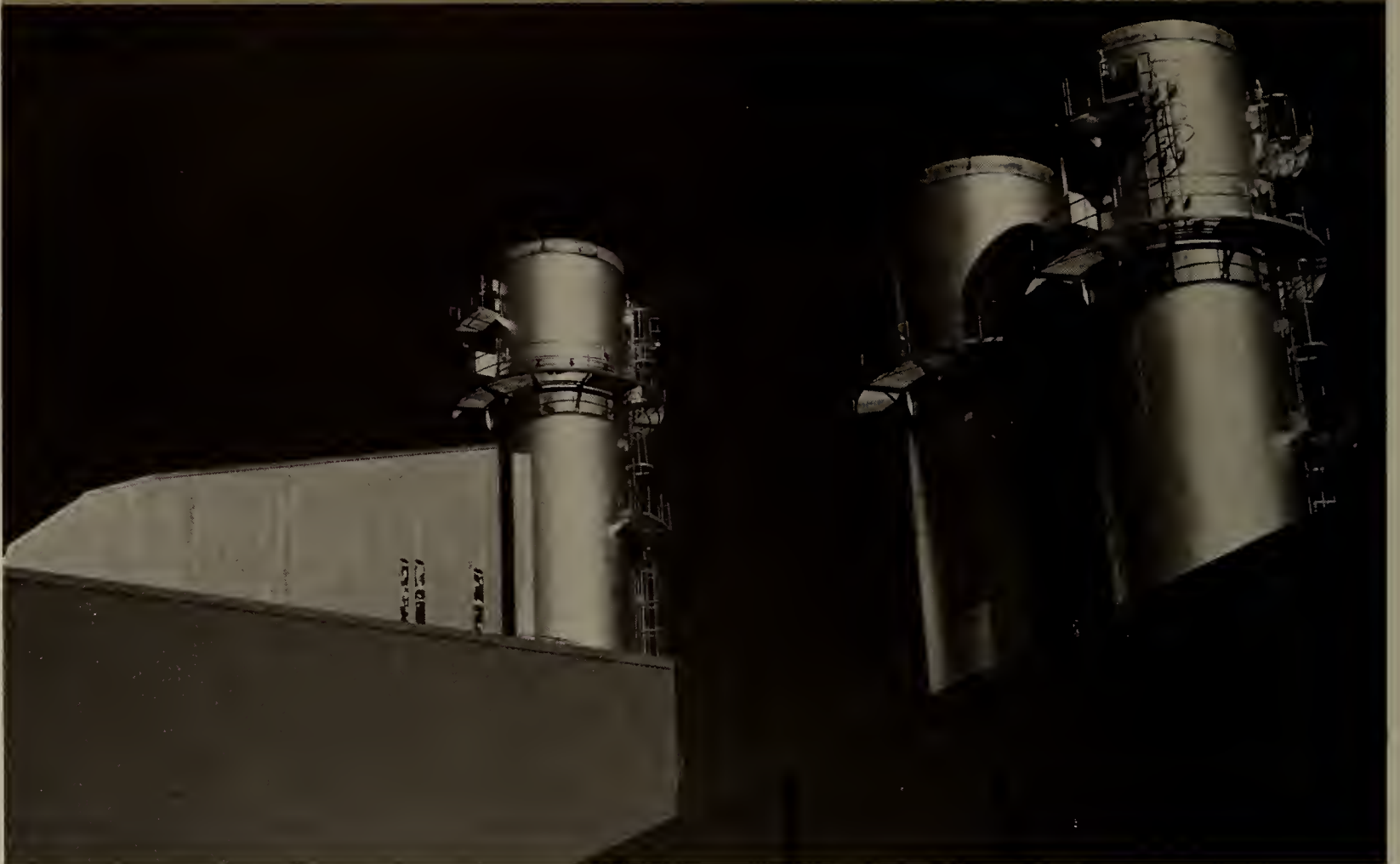
Robert J. Keegan, Commissioner

1986: Boston Gas LNG storage
tank at Commercial Point

Department's Mission and Goals



The Department's Mission



The Department of Public Utilities (DPU) is responsible for the regulation of electric, gas, telephone, and water utilities, as well as bus companies and commercial motor vehicles. The companies regulated by the Department fall into two general categories: public utilities and common carriers.

Public Utility Companies are natural monopolies providing essential services such as water, natural gas, and electricity. The DPU was created to control prices and rates for these services and to monitor their quality. These pricing and quality considerations, which would ordinarily be influenced by market forces in the case of other private industries, must be regulated in the case of the monopoly utilities in order to ensure that the companies properly serve the public and do not abuse their market power.

1986: MMWEC smokestacks
at Stony Brook in Ludlow

The Commission has two major goals in ratesetting:

- to protect consumers from unreasonable rates and terms of service; and
- to encourage the greatest possible efficiency in utility company operations and management.

Common Carriers are also regulated by the DPU. These include telecommunications companies, commercial motor vehicle operations, and bus companies. Common carriers are regulated because they, too, provide essential services to the public and because it has been assumed that there should be some limitation on the number of common carriers that serve the Commonwealth in any given field of activity. Thus, the DPU regulates the entry of companies into the common carrier field, and it regulates the rates and terms of service provided by these companies.

Major Economic and Social Impact

The public utility and common carrier companies regulated by the DPU represent a major economic force within the Commonwealth, with combined operating revenues of over eight billion dollars. Virtually all homeowners, renters, municipal governments, nonprofit institutions, and businesses in Massachusetts are directly affected by these multi-billion-dollar industries in a manner largely beyond their individual control.

The Department, with a staff of about 140 employees, has been organized to regulate public utilities and common carriers in the fields of telecommunications, electric power, natural gas, water, and transportation.

The final authority for all regulatory decisions rests with the three-member Commission. The Commission is appointed by the Governor and serves coterminously with the Governor. The regulatory responsibilities of the DPU include the following:

Ratesetting

Analysis of company rate requests, resulting in a determination of allowed revenue requirements, cost allocation, and rate structures;

Fuel Adjustment Charge

Ongoing review and analysis of fuel adjustment charges, purchased power adjustment clauses, and cost of gas adjustment charges;

Power Supply Contracts

Review and approval of long-term gas and electric power supply contracts;

Interruptible Contracts

Review of interruptible gas sale contracts and other nontariffed purchase and sale agreements for gas and electricity customers;

Financings

Review and approval of securities issuances (i.e., stock offerings and bond placements) of the regulated companies;

Utility Diversification Investments

Review and approval of investments made by utilities in other areas of business;

Intrastate Telecommunication Carriers

Certification of intrastate telecommunications carriers;

Radio Common Carriers

Certification of radio common carriers (RCCs), such as paging companies and cellular radio companies;

Billing and Termination Regulations

Enforcement of billing and termination regulations for electric, gas, telephone, and water companies;

Accident Investigation

Investigation of natural gas, electricity, bus, and rail accidents;

Safety Enforcement

Safety enforcement of natural gas, electricity, bus, rail, rapid transit, and commercial motor vehicle companies;

Bus and Truck Licenses

Licensure of bus drivers and vehicles used for the transportation of people and goods;

Bus Rates

Review and approval of rates charged and routes served by intrastate, intercity bus companies;

Intrastate Trucking

Certification of intrastate commercial motor vehicle operations;

Municipal Light Department Revenues

Review of annual revenues of municipal light departments.

Achieving Departmental Goals



The Department has established a number of goals that it is striving to achieve on behalf of the citizens of the Commonwealth. These are:

Establish Regulatory Standards

To determine the appropriate scope and degree of regulation to be applied to each industry under the Department's supervision and to apply such regulation in a manner that reflects fair, consistent, and clearly enunciated standards;

Assist the Public

To assist members of the public in their dealings with regulated companies in a prompt, helpful, and efficient manner;

Ensure Public Safety

To ensure the safety of the public in a manner consistent with the provisions of the General Laws.

1985: Overview of Boston Metropolitan area

Establish Regulatory Standards

This goal reflects the fact that the industries under the Department's supervision have widely varying characteristics, and the degree of regulation for each industry must be tailored to the particular characteristics of that industry. For example, an industry in which there is a significant amount of competition will generally not require the degree of price regulation that would be necessary for an industry characterized by monopoly providers. In contrast, it might be more important to emphasize safety regulation in an industry with a large number of carriers which might have a financial incentive to cut maintenance costs so as to remain competitive.

The strong economic health of the Commonwealth, combined with technological and economic changes affecting the industries regulated by the Department, provided a strong impetus to continue progress in this area during fiscal year 1986. The Department views the establishment of clear regulatory standards as aiding continued economic growth in the state.

Every industry under the Department's purview has undergone substantial change in recent years. The cases decided by the agency reflect these changes and the attempt of the Commission to adopt regulatory policies that respond to and anticipate these changes, rather than adhere to outdated principles.

Transportation

The Department continued to expand the applicability of previously enunciated standards to buses, vanpools, and commercial motor vehicles. In a series of decisions, the Department ruled that new common carriers should be allowed into the marketplace to provide service to the public. Sharon Taxi, Inc. NI-35727 (1986); David J. Aristide, AI-22319 (1986); H.T. Drummond, Inc., D.P.U. 84-142 (1984).

In these cases, the Department consistently rejected contentions by existing carriers that the DPU had an obligation to protect those carriers from unwanted competition. Instead, where evidence has been presented that a new carrier is fit, willing, and able to provide service for which there is a demand, the Department has granted the applicant permission to operate. In so doing, the Department has taken the view that the public interest does not require protection of existing carriers.

This point of view is particularly pertinent in an expanding economy, where there is a growing need for transportation services of all kinds. Continuation of a policy of restricting carrier entry into the field could simply result in less customer choice, higher prices, and greater market concentration by a few firms, a result clearly at odds with the public interest.

Telecommunications

In the telecommunications area, the Department has established a framework for the introduction of competition. Starting on December 1, 1986, New England Telephone Company will be subject to competition within the 617 and 413 area codes for the first time. IntraLATA Competition, D.P.U. 1731. (See Telecommunications Division section.)

The Department found that the introduction of such competition is likely to provide greater customer choice, a higher level of technological innovation, and lower prices than would otherwise occur. The transition to competition requires a complete review of basic exchange, private line, and toll rates in the state. Such a review has not been performed for decades and is certain to raise fundamental questions about the proper pricing of telecommunications services in the Commonwealth.

Electricity

The Department has adopted new regulations for the electric power industry to encourage the economic development of small power producers and cogenerators. These regulations establish a procedure by which small power producers will receive long-term, fixed-price contracts for the electricity they sell to electric utilities. The regulations will stimulate the development of small power producers by making it easier for them to obtain financing for their generating projects and to compete actively to provide lower-cost power to utilities.

Greater small power production will in turn support both the general state energy policy goal of diversifying energy sources and the goal of keeping electricity costs to ratepayers as low as possible. The regulations are designed to provide incentives for the production of electricity by small power producers, but they are also intended to protect utility ratepayers from paying more for power from such facilities than they would for power from plants built by the utilities themselves.

Also in the electricity area, the Department continued its progress in instituting cost-based electricity rates for the companies subject to its jurisdiction. By the close of FY 1986, the Department had implemented at least the first step of marginal-cost-based time-of-use pricing for the vast majority of electric companies in the Commonwealth. One company, Boston Edison, now has rates based fully on marginal cost principles, while for the other companies, the two- to four-year phase-in of such rates is well underway. (See Electric Power Division section.)

Natural Gas

Similarly, the Department has undertaken reviews of important areas in the natural gas field, a field subject to intense and growing competition. It has begun the process of implementing cost-based rates for such companies, has made progress in the adoption of a seasonal cost of gas adjustment clause, and is reviewing the desirability of gas transportation tariffs. Progress in adopting gas pricing policies has been hampered somewhat by the lack of regulatory and industry experience nationwide, and so the Department is proceeding more slowly than it has in the electricity field.

Water Rates

To improve the ability of the smaller water companies to analyze their costs and compute their requirements, the DPU adopted regulations permitting water companies to use a formula tied to a 12-month average of U.S. Treasury bills to determine allowed rate of return. This will substantially reduce rate case costs for smaller water companies and their customers.



1898: Construction of gas holder in New Bedford for New Bedford Gas Company

Assist the Public

The Department has accomplished one of its key goals - to improve consumer services and assist the public in its dealings with regulated companies efficiently and promptly.

Consumer Assistance

Easier, faster public access to the DPU Consumer Division is now available for the 60,000 to 95,000 residential consumers who call annually with questions and problems with utility companies. Increased success in speedy complaint resolution on the phone has reduced the need for more formal hearing procedures. In addition, a computer hook-up has allowed identification of patterns of problems in utility companies and has helped resolve them quickly.

After analysis of large numbers of consumer complaints showed that one company's billing and collection practices were improper, the Commission investigated and issued an unprecedented order requiring the company to revise its billing and collection practices and to retrain its staff. The Department worked with the company, the local advocates and a hired consultant in FY 86 to improve practices and train their staff.

Consumer inquiries and complaints during Hurricane Gloria helped the Department identify problems with storm preparation plans and the emergency response time of a company whose customers were without power for up to a week after the storm. The DPU investigation resulted in an order requiring increased communication between the company and local officials and revision of its emergency plan to assist all customers and ensure special protection for the physically disabled. Eastern Edison Company, D.P.U. 85-232.

Phone assistance by multi-lingual staff members and publications in Spanish and Portuguese have helped many more residential consumers.

Ensure Public Safety

Natural Gas Safety

The Department has strengthened its natural gas safety programs substantially. The Massachusetts DPU now has the authority to establish, monitor and enforce state and federal safety standards to ensure compliance with gas safety codes. This will ensure rapid response by regulated companies to correct any violations cited by DPU engineers.

To eliminate explosions caused by leaks in inactive, abandoned gas service lines, the Department adopted regulations which require timely removal of abandoned services, as well as periodic instrument leak testing of all gas service lines. D.P.U.85-61; 220 C.M.R.107.

Passage of the Dig-Safe law after three years of effort allows the DPU to impose civil penalties and fines on contractors who start construction projects without properly notifying Dig-Safe, a central telephone service maintained by the utilities. This was implemented toward the end of the year and has provided a prompt review of all Dig-Safe violations, with fines levied when appropriate. An increasing fine schedule should go far to deter repeat violators.

Transportation Safety

The DPU has completed the computerization of the licensing and fee collection functions of the Commercial Motor Vehicle and Rail and Bus Divisions, which together collect more than \$2 million per year. This has improved the Department's ability to license all trucks, buses and bus drivers and to increase safety inspections.

The Division Reports in the next section contain more detailed information on the Department's responsibilities, progress made in fiscal year 1986 and future goals.

Legal and Administrative Services



Case Handling

The Department holds hearings on each rate case, financing request and investigation that it opens. Depending on their complexity, most cases are heard by a team of attorneys, economists and accountants. Electric, gas and telecommunications company rate cases must be completed within six months and water company rate cases within ten months of filing, so case-tracking and scheduling are very important. The cases range from multi-million-dollar rate requests from large companies to several-thousand-dollar increases for some smaller water companies. Each case receives a full investigation and consideration by the Commission and staff.

Recordkeeping for all filings, hearings and orders issued by the Department is the responsibility of the Administrative Section. The Administrative Section has initiated a case-tracking system, and has improved its procedures to ensure public access to case dockets, tariffs, annual reports and other information about utility operations.

1986: Hearing held at Department of Public Utilities

Hearings

At the start of a case, the Department holds public hearings in the company's service territory to give the public and local and state officials the opportunity to comment on each issue. Under regulations recently issued by the Department, each utility must place large-size advertisements in local newspapers to announce hearing dates. In addition, the DPU requires that the company send notice of the requested rate request and the date and place of the public hearings to all customers with their bill mailings. D.P.U. 1364/1717; 220 C.M.R. 1.00, 5.00, 5.06.

The Department holds additional evidentiary hearings in its offices. Hearing notices go out weekly to a mailing list of almost 300. Chart 1 indicates the number of hearings held in fiscal year 1986 and the number of Commission decisions issued, by industry.

Subscription Service

The Administrative Section has started a subscription service, by industry, to allow individuals and companies to receive all DPU decisions regularly by mail at an annual subscription rate. This monthly update service is in great demand.



1986: Records of DPU cases and hearing information are available from the administrative staff.

Department of Public Utilities

Hearings — Fiscal Year 1986

TYPE OF HEARING	RATE CASES		FINANCING		INVESTIGATIONS, PETITIONS & APPLICATIONS		RULEMAKING		TOTAL
	SERVICE TERRITORY	D.P.U. OFFICE	SERVICE TERRITORY	D.P.U. OFFICE	SERVICE TERRITORY	D.P.U. OFFICE	SERVICE TERRITORY	D.P.U. OFFICE	
GAS	1	7		21	4	19		6	58
ELECTRIC	6	114	2	32	5	131		3	293
WATER	9	11				4		1	25
TELECOMMUNICATIONS	2	44			4	42		3	95
RAIL & BUS						53			
CMVD					221	902		1	1124
CMVD APPEALS					1	7			
ADJUDICATORY					1	30			31
OTHERS						5			5
TOTALS	18	176	2	53	236	1193		14	1631

Department of Public Utilities

Decisions—Fiscal Year 1986

MONTHS	WATER RATE CASES	GAS RATE CASES	ELECTRIC RATE FUEL ADJUSTMENTS	TELECOM MUNICATIONS CASES	CMVD CASES	RAIL & BUS CASES	ADJUDICATORY CASES	FINANCING CASES	TOTAL EACH MONTH
JUL		3	18	11	68	15	17	2	134
AUG	2	2	8	9	76	14	11	3	125
SEP		1	12	4	63	5	5		90
OCT	1	4	11	8	112	9	8	5	158
NOV	3	1	7	11	61	4	3	5	95
DEC		2	24	14	67	11	5	6	129
JAN	3		6	7	63	4	7	2	92
FEB	2	1	7	7	51	6	6	2	82
MAR		2	13	7	64	5	10	5	106
APR	3	5	15	5	73	13	3	4	121
MAY	1		9	3	72	4	1	2	92
JUN	1	1	10	4	80	2	1	5	104
TOTAL EACH SUBJECT	16	22	140	90	850	88	88	34	1,328

Department of Public Utilities

Division Reports



Consumer Division



Responsibilities

The Consumer Division protects consumers from unjust utility practices. It helps to resolve problems and answer questions of over 65,000 people annually, under the DPU's regulatory and enforcement authority over billing and termination procedures for residential customers.

The Consumer Division is primarily concerned with the quality of service provided to residents of the Commonwealth by the regulated gas, electric, water and telephone companies. It is responsible for providing the Commission with the information it needs to assess the performance of the regulated utilities and the quality of service they provide. It also works with the companies to encourage them to implement more consumer-sensitive procedures.

1986: Consumer coordinators at work in the Department of Public Utilities

The address and phone number of the Consumer Division, including a toll-free number for those outside of metropolitan Boston, are printed on every utility bill rendered in the Commonwealth. Each year many customers take advantage of the help offered.

While most questions and complaints can be resolved immediately over the phone or can be settled on the phone after a brief investigation and intermediation with the utilities, some problems require further proceedings. In an effort to enforce the Department's regulations and resolve consumer disputes, the Consumer Division holds an average of 20 informal hearings per month.

Over the last two years the Division's improved effectiveness in resolving complaints over the phone has reduced the number of informal hearings required, and eliminated the need for many consumers to make the trip to Boston.

Year's Progress

Greater Accessibility for Consumers

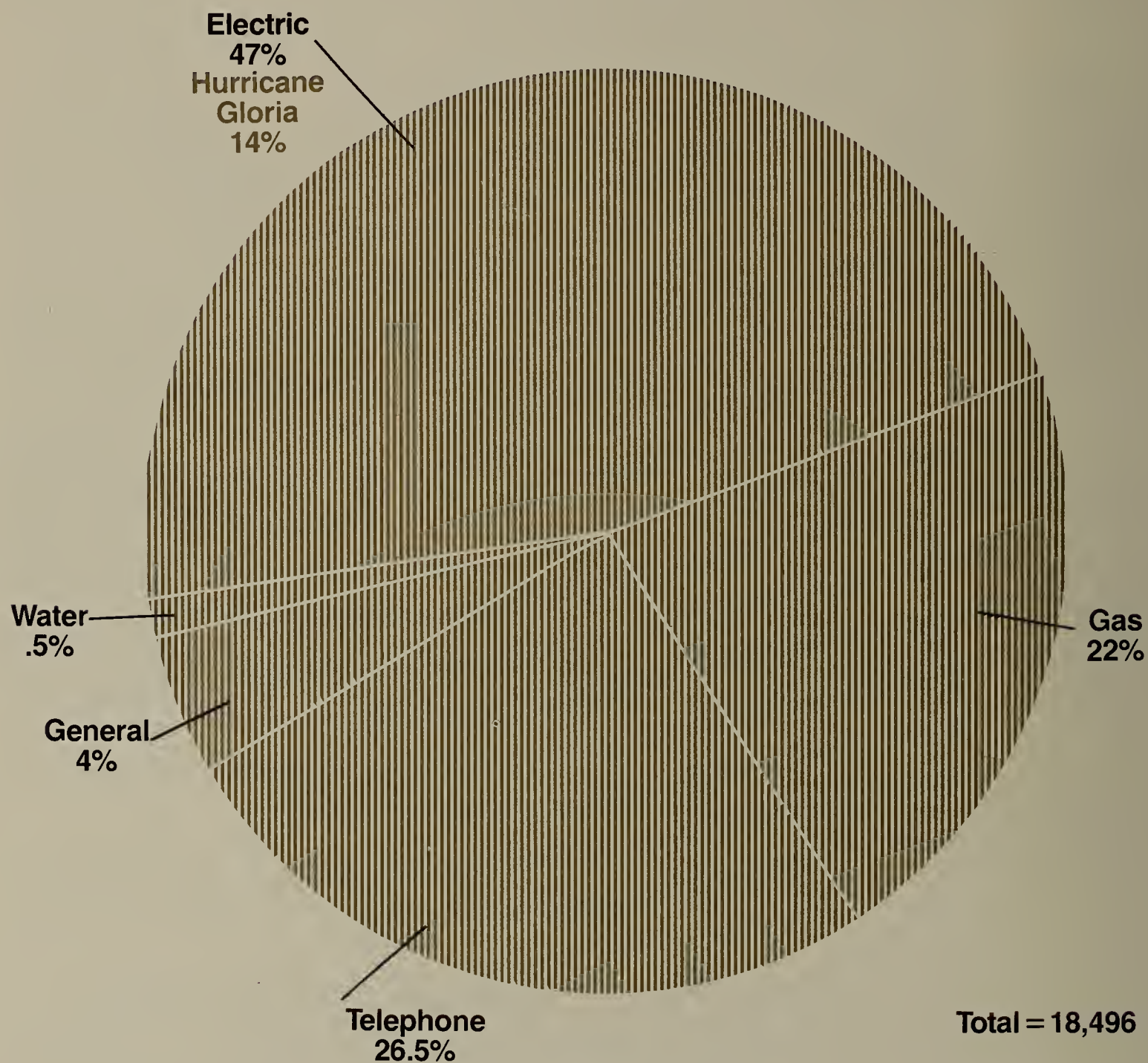
This year the public seemed to understand divestiture and deregulation of long-distance phone service, so general questions on the divestiture process decreased dramatically. Nevertheless, questions on telephone installations and billing problems still accounted for over 25,000 calls. Because of substantial problems and delays for customers requesting new telephone service installations, the Division had to spend a higher percentage of time on phone problems than in the prior year.

Improved telephone equipment in the Consumer Division continues to provide excellent service for callers. Close to 90 percent of all calls were answered in the first ten seconds.

Walk-in traffic decreased to 232, mainly because of improved phone accessibility. Correspondence decreased slightly in volume to around 5,400 letters, but of these 1,200 required substantial investigation. Similarly, phone contacts decreased to 65,000, but a larger number of complaints, over 18,000, required substantial investigation. (See Chart 2.)

Consumer Contacts—Fiscal Year 1986

Contacts Requiring Substantial Staff Time



Consumer problems by industry, requiring substantial investigation. The Electric industry percentage includes 2,500 contacts related to Hurricane Gloria.

The Consumer Division is available to the public between 8:00 a.m. and 5:15 p.m. and often later, as staff members take advantage of flextime arrangements. The Division has Spanish- and Portuguese-speaking consumer coordinators and has taken advantage of part-time staff to allow it to serve the public better by staffing to meet peak demands for help.

Hurricane Gloria

The Consumer Division faced one of its most stringent tests in the wake of Hurricane Gloria. The Division became the center of information for thousands of customers left without power and unable to reach their electric companies. Staff coordinated information from all the affected electric companies and provided updates on the status of repairs to thousands of callers. Staff also documented each call and informed the utilities of all customers who were without power.

The Division was able to alert the Commission to a substantial problem with one utility that seemed unable or unwilling to communicate with its customers, local officials and the Department. Based on that information, the Commission immediately launched a full investigation into that company's emergency procedures. After several months of investigation, the Commission ordered the utility to make substantial changes in the way it operated during emergencies.

Improving Utility Responsiveness

Division staff meets frequently with consumer advocates and utility credit managers. These meetings continue to be a source of increased understanding between consumers and utilities and are instrumental in the development of reasonable complaint resolution procedures. Most utility companies have responded to these meetings very favorably and have trained their own staffs in carrying out DPU regulations and in responding more adequately to customers' needs. This has contributed to the reduction in phone calls to the DPU.

In FY 85 the Division was instrumental in launching a DPU investigation that resulted in an unprecedented order requiring a company to revise its billing and collection practices and to retrain its staff. This year the Division monitored compliance by that company with the DPU order.

The Director met frequently with company personnel, local advocates and consultants. She reviewed training materials, revised consumer information notices and materials, and participated in training seminars for company staff. As a result of the combined efforts of the Consumer Division, the advocates, the consultants and the company, the customers of that company now receive some of the best utility service to be found in the state.

Staff Training

The Consumer Division undertook a comprehensive staff training program. As part of this program the staff learned in great detail about many aspects of utility operations, emergency systems and consumer service procedures. Consumer coordinators became better able to respond fully to the increasingly wide range of questions posed by callers.

Among the activities in which staff participated during this period were:

- a seminar on electric transmission and distribution systems presented by Massachusetts Electric Company;
- a seminar on the various types of switching equipment and distribution procedures for the New England Telephone Company;
- a tour of the DPU's meter testing facility at Boston Gas Company, as well as the Company's own meter rehabilitation facility;
- tours of customer service and emergency facilities and analyses of procedures of several gas and electric companies.

Reaching Out

The Division produced a pamphlet in English, Spanish and Portuguese explaining utility customers' rights and responsibilities during the winter heating season, and required that it be distributed in all utility bills.

The Director sits as a member of the Fuel Assistance and Weatherization Advisory Board of the Executive Office of Communities and Development and ensures that the special concerns of utility consumers are given full hearing.

The Division also works with the Welfare Department to familiarize the staff with common utility-related problems and their appropriate resolution. This helps to ensure that the Commonwealth's neediest consumers receive help and are afforded their full rights.

Tracking Utility/Consumer Issues

The Division continues to amass a library of materials relevant to utility consumer billing and termination issues, including:

- copies of all approved notices issued by each company as well as their issuance schedule;
- the results of all appeals from informal decisions made by the Division;
- digests of sources of financial aid for utility customers unable to pay their bills;
- studies from other states on issues of interest.

The Division has compiled data on complaints filed against each company by number and type for the entire year. This system of recordkeeping facilitates comparisons among companies. It has assisted the Division in alerting companies to problem areas and has resulted in more consistent treatment of consumers throughout the Commonwealth.



1920: Telephone Company switchboard operators at work

Consumer Division – Typical Cases

Telephone Billing Error

Mr. Sharp called New England Telephone Company to dispute the billed charges for several credit card calls he had made in the preceding month. The telephone company indicated that there had been a computer error and refunded one dollar per call.

Mr. Sharp then contacted the Consumer Division because he was concerned that if such an error had been made on his bill, it must have affected many other people also. The Consumer Division required the company to find and analyze all the relevant information and to determine how many people were affected. As a result of this lengthy investigation, the telephone company refunded over \$2.6 million to telephone credit card customers in New England.

Denial of Service

Ms. Smith applied for gas service from her local gas company. The gas company denied her service because her former roommate, in whose name the company had been providing service to the apartment, had left without paying her bill. The company required Ms. Smith to pay the old bill before she could get service in her name.

Ms. Smith contacted the Consumer Division and was very agitated. She said that she did not know that her roommate had not been paying the bill and that she had been giving her roommate money each month for her portion of the heating bill. A consumer coordinator contacted the company and explained that it could not hold Ms. Smith responsible for charges which were never billed to her. The Division arranged for Ms. Smith to go to the gas company office with identification to prove that she was not her former roommate. With this information, service was provided.

Crossed Meters

Mr. and Mrs. Walsh had been living in a newly remodeled three-decker for almost three years. They were very happy to find that the apartment was so well insulated that the electric space heating cost very little and had decreased in cost over the last year.

Mr. and Mrs. Jones, who lived upstairs, however, were very frustrated by their high electric bills and the fact that, even though they had taken extraordinary

conservation measures, their bills increased. The electric company had checked the meter readings and tested the meter. Both were accurate.

The Joneses contacted the Consumer Division and a consumer coordinator suggested that an electrician check the wiring. That check disclosed that when the house had been remodeled the original electrician had mislabeled the meter sockets, and the Walshes were paying for the Joneses' use and vice versa. The electric company was notified. It recalculated the bills and payments and refunded almost \$1,000 to the Joneses. It then sent the Walshes a bill for that amount, with a letter explaining the error.

The Walshes then contacted the Consumer Division. The consumer coordinator explained that the error was made not by the electric company, but by the landlord, and that the bill was due. The Division arranged with the company to accept payment at the rate of \$25 per month so that the Walshes would be able to work the newly increased bill plus the arrearage payments into their budget.

Telephone Equal Access

Mr. Berry, a Back Bay resident, was inundated with promotional literature and phone calls from several long-distance telephone companies urging him to use their services. He originally chose MCI, but after several months he decided that he would prefer Sprint. He cancelled his MCI service. However, he continued to receive bills from MCI.

Unable to resolve his problem with MCI, Mr. Berry contacted the Consumer Division. A consumer coordinator contacted New England Telephone, MCI and Sprint and was able to verify that Mr. Berry had notified each company appropriately as he had described. MCI cancelled the erroneous bills and Mr. Berry received long-distance service from the company of his choice.

Deposits

Acme Toy Company was about to move into a brand-new storefront/warehouse when it received notice from the electric company that the utility would require a \$5,000 deposit for electric service before it would supply power. The utility stated that, since Acme was occupying a new building with no use history, it had applied a per-square-foot formula to determine the approximate average monthly bill. Using this formula, the utility determined that Acme would use, on average, \$2,500 of electricity per month. By

regulation the utility was allowed to collect the cost of two months' average use as a deposit.

Acme called the Consumer Division. The consumer coordinator confirmed that the company could request two months' average use as a deposit. She listened to Acme's appraisal of the equipment it had installed and the pattern of use that Acme intended to make of the building. After consultation with the Department's electrical engineers, the Division found that the electric company would be adequately protected with a \$3,500 deposit. The company agreed, and Acme was satisfied.

High Bill

Mr. Grant received an unusually high gas bill for one month. Investigation by the Consumer Division found that the meter reading was accurate, and the meter was working properly.

A consumer coordinator explained to Mr. Grant that in the prior month he had received an estimated bill that was lower than his actual use. His current bill covered use for the current month plus the overage not charged in the estimated bill. The combined use, billed over the two-month period, was comparable to use in the same period the year before. This information helped Mr. Grant understand and agree with his gas bill.

Payment Plan

Mrs. Brown received a shut-off notice from her electric company. Her overdue amount was \$300. She contacted the company but could not reach an agreement on payment. Mrs. Brown then contacted the Consumer Division.

A consumer coordinator helped her keep her electricity on by suggesting that she contact the Good Neighbor Energy Fund, which gave her a \$200 grant.

The consumer coordinator then negotiated a payment plan of \$50 per month which would cover her current bills and also pay \$15 to \$25 per month on the balance of \$100 until it was paid in full.

Goals

Linkage of the computer telephone system to the Department's computer network for more efficient statistical evaluation of the complaints received.

Ability to assess quickly and accurately, by company, the problems that need immediate attention.

Continued outreach to increase consumer education through publication of pamphlets describing the importance of actual meter readings, the rights and responsibilities of receiving utility service, and the procedures for pursuing a complaint against a utility company.

Increased interaction with consumers and consumer groups so that the Department will remain in touch with the needs of the consumer and ensure that its policies meet those needs.



1938: Electric power station in Wendell, Massachusetts at full flood during the hurricane

Telecommunications Division



Responsibilities

This Division is responsible for the regulation of all common carriers that provide transmission of intelligence by electricity within the Commonwealth. Regulated carriers are all intrastate telephone companies, radio common carriers and other specialized common carriers.

The Division's staff is responsible for analyzing and reviewing all rate and tariff filings. It conducts administrative hearings and investigates complaints and inquiries concerning the provision of telecommunications services within the Commonwealth.

Court rulings and federal regulations have completely changed the operations of the telecommunications industry since the divestiture of American Telephone and Telegraph Co. (AT&T) on January 1, 1984. As a result, the complexity of the issues, the volume of the filings and the number of companies seeking certification to do business have increased dramatically since divestiture. (See Chart 3.)

Competition is increasing in Massachusetts' telecommunications industry. The Telecommunications Division has worked to implement Department policies that allow telephone customers in Massachusetts to enjoy the benefits of competition, while retaining reasonable, affordable and high-quality telephone service.

Year's Progress

Regulatory Framework for Telecommunications Services

In October, 1985, the DPU issued a decision setting forth the regulatory framework for telecommunications services in the Commonwealth in light of the changes brought about by the divestiture of AT&T.

Competition within Area Codes The DPU found that the introduction of intraLATA competition within the 617 and 413 area codes would be beneficial in providing customers with a greater variety of services and in giving all companies an incentive to keep their rates as low as possible.

Protection from Anticompetitive Practices The DPU also recognized the potential dangers of such competition if New England Telephone Company (NET) were permitted to engage in predatory pricing. Without adequate protection for consumers, NET would be in a position to raise basic exchange rates to compensate for lowering its rates in the more competitive parts of the market. The DPU found that such anticompetitive practices would conflict with its public policy goal of maintaining universal service in the Commonwealth. To protect the ratepayers from such practices, NET was ordered to submit in April, 1986 cost studies for all of its services so that the DPU could ensure that NET's rates will reflect an appropriate allocation of cost when intraLATA competition begins on December 1, 1986.

The DPU chose December 1, 1986, as the date for the introduction of competition in order to provide enough time to review NET's cost studies as well as the proposals of all other carriers who wish to serve the Massachusetts market.

Dominant/Nondominant Regulation The DPU found that two companies, NET and AT&T Communications, will have substantial market power for the foreseeable future. It therefore ruled that these companies will continue to be subject to traditional regulation after competition begins, including a full review of all proposed services and rates. However, the DPU

Department of Public Utilities

Telecommunications Filings

	Calendar Year 1984 Filed—Completed		Calendar Year 1985 Filed—Completed		Calendar Year 1986 Filed—Completed (6 months only)	
New England Telephone <ul style="list-style-type: none"> o New optional services o Centrex restructure o Resale & sharing of NET's services o Reclassification of exchange rate groups o Degree of regulation 	19	23	29	29	12	14
AT&T Communications of N.E. <ul style="list-style-type: none"> o New service offerings o Restructuring of rates o \$13.2 million rate case o Degree of regulation 	6	2	4	6	1	1
Other Common Carriers (OCCs) <ul style="list-style-type: none"> o Certification to do business o Initial tariff of proposed rates and charges o Revisions to existing tariffs introducing new service offerings and/or new rates o Degree of regulation 	12	8	56	58	23	24
Radio Common Carriers <ul style="list-style-type: none"> o Cellular Resellers, Mobile Telephone & Paging Services o Certification to do business o Initial tariff of rates and charges o Revisions to existing tariffs introducing new services/rates o Advisory rulings 	52	39	42	47	18	26
Ongoing Investigations Generic Studies and Community Cases <ul style="list-style-type: none"> o Investigation into the methodology of NET's costs o IntraLATA tariffs for OCCs o Numerous community petitions requesting expansion and/or restructuring of telephone services o Investigation into the quality of telephone service in various communities o Investigations into NET's services in the greater Metropolitan area o Requests for realignment of exchange boundaries o Zoning variances for construction of telephone cable and conduit o Investigation into allowing customer owned coin telephones and shared tenant services o Investigation into whether NET should make flat rate residence trunklines available to educational institutions for dormitory student use. 						

recognized that certain of these carriers' services might become fully competitive in the near future. If this should occur, they would be freed from traditional regulation of these services. Under such a scheme, both the costs and revenues from such services would be separated from the carriers' other service offerings.

Other companies were found not to have substantial market power and therefore would be subject to less stringent regulation.

Carriers of Last Resort Finally, the DPU determined that it was appropriate to designate "carriers of last resort" in Massachusetts, and chose NET as the carrier of last resort within the 617 and 413 area codes, and AT&T Communications as the carrier of last resort for service between the area codes. The DPU found that such a designation was necessary to ensure that no part of the Commonwealth would be left without local and long-distance telephone service in the new competitive environment. Without such protection, carriers might seek to stop providing service in the less populated, and therefore less profitable, areas of the Commonwealth. IntraLATA Competition, D.P.U. 1731.

1986: New England Telephone Company's Computer Terminal



New England Telephone Company

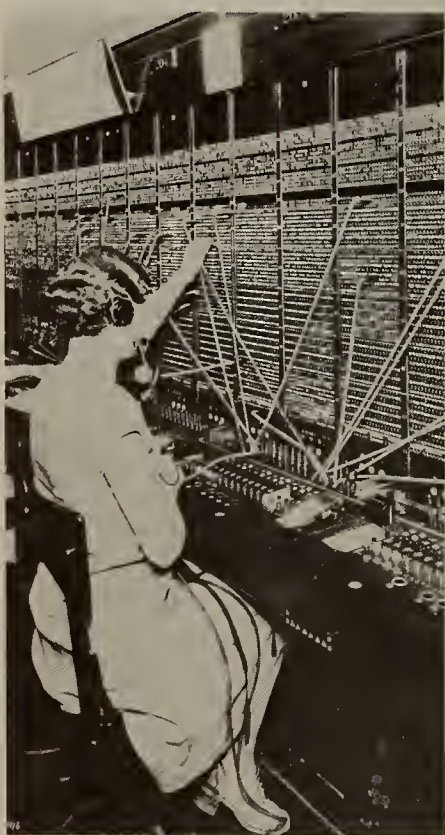
Centrex After reviewing several proposals by NET for the provision of a business telecommunications service, Centrex, the Department approved a tariff plan based upon specific facility requirements of individual customers. The tariff filing also permits NET to price this competitive service based upon market conditions. NET, D.P.U. 85-90; NET, D.P.U. 85-275/85-276/85-277.

Community Cases The Department evaluated NET's service in several towns in response to customer petitions requesting investigations into the quality of NET's service. The Department balanced the needs of the towns against the company's ability to provide corrective measures. In many instances, the Department found that NET was taking all cost-effective steps to improve service. In those cases, the Department ordered NET to file bimonthly service reports with the Department for six months to ensure that NET had solved the local quality of service problems. The bimonthly reports include information about customer satisfaction, customer trouble reports, and network services. Assonet, D.P.U. 1463; Manchester, D.P.U. 20197; Longmeadow, D.P.U. 19812.

AT&T Communications of New England, Inc.

AT&T Rate Case In December, 1985, the Department denied tariffs submitted by AT&T which contained proposed intrastate interLATA rates designed to increase its retail revenues by \$13.2 million. The proposed rate structure reflected a 50 percent increase in private line rates and a 25 percent increase for most of the company's other services. AT&T claimed that its current rates produced a loss on net investment of 5.6 percent.

The Department found that AT&T was entitled to an increase of \$7.1 million, but had not used a reliable method with which to redesign its rate structure. The Department therefore ordered that the allowed increase be recovered by equal percentage increases in all of the Company's services. AT&T Communications, D.P.U. 85-137.



1920: Telephone company switchboard operator at work

Other Issues

Deregulation of Customer Premises Equipment for Radio Common Carriers

Radio common carriers (RCCs) provide one-way paging and two-way mobile radiotelephone services. Two Federal Communications Commission (FCC) decisions required RCCs to eliminate mobile and paging equipment, such as beepers and mobile telephones, from their regulated tariffs. Carriers were required to develop a method for removing the costs associated with the provision, marketing, servicing and maintenance of this equipment from their current bundled rate structure.

As a result, in late 1985, the Department approved a method for establishing a reasonable range of rates for services, based upon a market or economic valuation of the equipment which was to be removed from the tariffs. Although the DPU continues to regulate the service rates charged by RCCs, all rates for equipment are now unregulated.

Cellular Mobile Carriers By the close of the fiscal year, the Department completed the certification and tariff approval of several new cellular mobile service companies in three additional major metropolitan areas in Massachusetts. Carriers are now allowed to offer cellular mobile services in all the FCC-designated metropolitan areas in the Commonwealth: Boston, New Bedford, Worcester and Springfield areas.

Goals

The Department is involved in several important investigations in FY 1986.

Cost-Based Rates for NET

In D.P.U. 1731, the Department ordered NET to file costs studies for all its services so that the DPU could ensure that NET's rates were cost-based. The D.P.U. is examining these studies in D.P.U. 86-33 and intends to determine, by December 1, 1986, a cost-based revenue allocation for all of NET's rate classes.

Value of Service

The DPU is also reviewing the appropriateness of NET's policy for establishing local exchange rates, which is currently based upon the number of telephones that may be reached in a particular local calling area. This pricing structure has been unchanged for decades and requires substantial analysis.

NET's Proposed Access Tariffs

In D.P.U. 86-124, the Department is examining NET's proposed access tariffs, which are designed to set rates for intraLATA service provided to the other telecommunications carriers within the Commonwealth, in order to determine by December 1, 1986, whether these proposed rates are just and reasonable.

Pay Phones and Shared Tenant Services

Part of NET's tariff filing in D.P.U. 86-124 includes provisions which would allow customer-owned coin-operated phones and shared tenant telecommunications services in commercial buildings. The tariff also establishes rates for these two services. The DPU is examining this proposal to determine whether NET's proposed conditions and rates are just and reasonable.

Provision of Service by Other Telecommu- nications Carriers

In order to begin competition within the area codes on December 1, 1986, the Department has to examine the capabilities of all carriers that wish to compete. In addition, the DPU must approve specific rates for each carrier that is given approval to provide service. The DPU is investigating certification of the following carriers which have sought approval to operate within the Commonwealth and which have submitted specific rates for approval:

Allnet Communications Services, AT&T Communications of New England, Western Union Telegraph Company, First Phone, MCI Telecommunications Corporation, Satellite Business Systems, TDX Systems, Petricca Communications Systems, GTE Sprint Communications Corporation, and US Telecom - Communications Service Company. IntraLATA Competition, D.P.U. 85-268/85-283.

Public vs. Private Networks

The DPU is examining whether the proposed telecommunications system of a shared tenant service provider should be designated as a private network; if so, the system will not be subject to regulatory oversight. NET, D.P.U. 85-288.

In another case, the Department ordered NET to provide flat-rate residence trunk service to educational institutions which will use the PBX trunks to offer residence exchange service to dormitory residents. MIT, D.P.U. 86-13.

Beginnings: Late nineteenth century main telephone switchboard, contrasted with 1980's telephone network control center at New England Telephone Company (in inset)



Pipeline Engineering and Safety Division



Responsibilities

The Department's technical and safety responsibilities related to natural gas companies, municipal gas departments and privately-owned water utilities are carried out by the Pipeline Engineering and Safety Division.

The Division's most important mission is the protection of the consumer and the general public from the potential hazards involved in the transmission, distribution, production and use of natural gas and supplemental fuel gases.

Staff members inspect pipelines and above-ground facilities that produce liquefied natural gas (LNG), synthetic natural gas (SNG) and propane-air. This involves surveillance of 17,000 miles of gas main and 57 gas plants, serving over 1.1 million customers in the Commonwealth.

1898: Members of crew laying a gas line for the Pittsfield Coal Gas Company

The duties of the Division include:

Investigating Accidents

The Division investigates utility accidents which involve property damage, personal injury and fatalities, and makes recommendations for changes in operating, maintenance and safety practices to minimize the possibility of recurrence.

The Division acts as the enforcement authority to resolve problems that result in accidents and damage to underground pipes and cables caused by excavations performed in violation of the Dig-Safe law; and it assesses financial penalties against excavators and operators who do not comply with that law.

Gas Company Oversight

The Division acts as agent under the Federal Pipeline Safety Program for the U.S. Department of Transportation (DOT). This entails oversight and enforcement authority for ten private gas companies and four municipal gas departments to ensure compliance with design, construction, operation, maintenance, emergency and accident reporting regulations.

The Division monitors the quality of gas by testing the heat value (Btu content) and the odorization level of gas delivered to consumers. It also tests gas meters for volumetric accuracy, as required by statute, and tests gas, electric and water meters in response to billing complaints by consumers.

Water Companies

The Division approves private water company plans for proposed distribution systems and helps to resolve technical problems and consumer complaints concerning existing systems.



1986: A gas explosion on Luber Street in East Boston

Year's Progress

During FY 1986, the Department achieved two of its most important goals to increase public safety.

Increased Safety Standards Enforcement

In FY 1986, the General Court passed legislation which increased the Department's ability to monitor and enforce natural gas safety requirements for gas pipelines and LNG, SNG and propane-air plants operated by private and municipal gas companies. Formerly, the DPU participated as an agent for DOT under a Section 5(b) agreement. This meant that all federal violations found were reported to DOT for action. The DPU acted only as a middleman, and there were delays before DOT ordered the violations corrected.

By the end of the year, the DPU changed its designation and will operate in FY 1987 under Section 5(a), which allows the Department to enforce federal and state standards, to control corrective action for noncompliance directly, and to impose injunctive and monetary sanctions on violators.

Dig-Safe Law Enforcement

In FY 1986, the General Court passed legislation empowering the Department to enforce the Dig-Safe law, which protects public safety by requiring excavators, utility companies and municipalities to conform to a notification program designed to prevent damage to underground utility systems. Although the statute has long required excavators to notify a central office before digging and stipulated civil fines for noncompliance, violators had to be brought to court by the aggrieved parties to have the fines levied. Now the DPU receives notice of the complaints, holds hearings and imposes fines when appropriate.

The Division initiated an enforcement program during the last quarter of FY 1986, and sent 77 notices of probable violation to alleged violators. In those three months, the Division collected \$2,000 in civil penalties.

Inspections and Accident Prevention

The Division investigated eleven major gas-related accidents in FY 1986. Of these, ten involved explosions and/or fires. Five persons were injured and over \$1 million of property damage was incurred. (See Chart 4.)

Department of Public Utilities

Investigated Incidents Calendar Years 1984, 1985, 1986

1984	Company	Location	Cause
1. 1/15/84	Boston Gas Co.	Brookline	Cracked cast iron pipe; 2 deaths, 1 injury.
2. 1/16/84	Boston Gas Co.	Melrose	Cracked cast iron pipe.
3. 1/22/84	Comm. Gas Co.	Marlboro	Cracked cast iron pipe.
4. 1/25/84	Comm. Gas Co.	Southboro	Explosion fire; 1 injury.
5. 2/27/84	Boston Gas Co.	Brookline	Appliance connection; 1 injury.
6. 3/18/84	Essex County Gas Co.	Georgetown	Explosion/fire.
7. 5/2/84	Boston Gas Co.	Waltham	Contractor damage; 3 injuries.
8. 9/14/84	Bay State Gas Co.	Medway	Contractor damage.
1985			
1. 1/12/85	Comm. Gas Co.	Cambridge	Cracked main; gas ignited.
2. 2/7/85	Boston Gas Co.	Woburn	Fire/gas.
3. 2/11/85	Boston Gas Co.	Gloucester	Fire/gas.
4. 2/18/85	Bay State Gas Co.	Halifax	Contractor damage; explosion/fire; 3 injuries
5. 2/26/85	Colonial Gas Co.	Lowell	Boiler explosion.
6. 3/9/85	Bay State Gas Co.	N. Dartmouth	Explosion/fire.
7. 3/10/85	Comm. Gas Co.	S. Dartmouth	Explosion/fire; 2 injuries.
8. 3/20/85	Comm. Gas Co.	Worcester	Explosion/fire; 2 injuries.
9. 4/30/85	Colonial Gas Co.	Tewksbury	LNG Plant fire.
10. 7/10/85	Boston Gas Co.	Winthrop	Gas leak/evacuation.
11. 7/13/85	Comm. Gas Co.	Natick	Gas leak/evacuation.
12. 7/17/85	Essex County Gas Co.	Topsfield	Explosion/fire.
13. 10/2/85	Boston Gas Co.	Malden	Cracked cast iron pipe; fire.
14. 10/16/85	Bay State Gas Co.	W. Springfield	Explosion in vault; 2 injuries.
15. 11/2/85	Colonial Gas Co.	Lowell	Pipe failure; fire.
16. 11/22/85	Comm. Gas Co.	Holliston	Ignition of pipeline gas; 2 injuries.
1986			
1. 1/5/86	Boston Gas Co.	E. Boston	Cracked cast iron pipe; explosion/fire; 1 injury
2. 1/11/86	Bay State Gas Co.	Lawrence	Explosion/fire.
3. 4/8/86	Boston Gas Co.	Boston	Crack in 6" cast iron main allowed gas into a firehouse
4. 9/4/86	Boston Gas Co.	Boston	Workman cut gas service line in basement of building being renovated; gas ignited.



1914: Construction of a gas holder for New Bedford Gas and Edison Company

The Division engineers performed over 500 field inspections of gas facilities in calendar year 1985, and reported 90 probable violations of federal regulations to DOT for enforcement. This resulted in assessment of the first civil penalty levied in the Commonwealth under the Section 5(b) agreement of the Natural Gas Pipeline Safety Act. Next year, the Department will act under its new direct authority and will enforce both federal and state standards. Penalties ranging from \$1,000 to \$200,000 can be assessed.

Gas Transmission Pipelines

The Division assisted the Department's Legal Division by analyzing information in petitions from natural gas transmission companies to construct new facilities, including high-pressure pipelines, metering or transfer stations, and road crossings to serve local gas distribution companies.

Gas Meter Accuracy

Gas meter inspectors tested almost 200,000 gas meters before they were installed at consumers' premises, an increase of 9 percent over last year. All new gas meters and all those reconditioned after seven years of use must be tested before they are installed. The Division collected \$124,000 in inspection fees. Staff also tested 307 gas meters, 49 electric meters and four water meters in response to customer complaints. Of these, 34 gas meters and four electric meters were found to be inaccurate.

Goals

Cast-Iron Gas Pipeline Safety

Cast-iron gas distribution pipe is the oldest type of pipe in use in the United States. Massachusetts has over 5,000 miles of cast-iron mains, some of which were installed before 1850. A potential safety problem exists because cast iron gradually deteriorates and can be overstressed by frost or heavy traffic. This can result in pipe failure and gas leakage. The Division plans to research and institute programs and policies for replacement of cast-iron pipe.

LNG and Propane-Air Plant Regulation

Massachusetts has more LNG plants and more propane-air plants operated by gas utilities to supply supplementary fuel during the winter season than any other state in the country. The DPU is therefore concerned about the possibility of an accident occurring that could jeopardize safety or reliability of service to the public. The Division is studying the situation and will recommend regulations to minimize the likelihood of an accident occurring at these facilities.

Enforcing Dig-Safe Law

Negligence by excavators can contribute to serious injury and property loss. Now that the DPU has been granted authority to enforce the Dig-Safe law through civil penalties, it will review the impact of its procedures to determine whether violations decrease. Prompt, strict enforcement should reduce violations and improve public safety.

1986: Dig-Safe Center in Burlington



Electric Power Division



Responsibilities

The Electric Power Division is responsible for providing the technical expertise the Department needs to evaluate issues relating to electric utilities and fuel charge monitoring.

Fuel Charge Monitoring

The responsibilities of the Division include evaluating, adjudicating and recommending the disposition of fuel charges and performance programs proposed by the regulated companies. These requirements are set forth in the G.L. c. 164, sec. 94G.

1906: Greenfield Electric Light and Power Company line crew

The Division also evaluates, adjudicates, and recommends disposition of the following types of cases:

- rates to be paid to small power producers and cogenerators;
- the level of Oil Conservation Adjustment (OCA) charges, to allow the company to recover the cost of converting a generating plant from oil to coal;
- the level of Purchased Power Cost Adjustment (PPCA) charges, to reflect changes in rates approved by the Federal Energy Regulatory Commission (FERC) for retail utilities which purchase all of their power requirements from wholesale companies;
- energy conservation audit program budgets and surcharges such as Mass-Save;
- requests for approval of proposed issuance of new debt or equity by both investor-owned and municipal utilities.

Electricity

The Division is responsible for providing technical assistance to the Commission on all other matters relating to electricity, mainly in the area of rate cases and safety and engineering.

- In rate cases, the staff of the Division has responsibility for examining cost of service, rate structure, conservation, and special issues.
- In safety and engineering, the Division provides all the technical expertise for transmission line cases, including both electrical considerations and matters of law relating to zoning variances; handles and investigates, as necessary, all outages; and handles matters relating to service extension, safety, and other technical problems.

Year's Progress

Fuel Charge

FY 1986 was a year of intense review of electric utility companies. The Department continued implementation of DPU-ordered conservation programs and equitable pricing structures for each electric company. In addition, the Division held hearings on each of the eight regulated utilities' quarterly fuel charges. During this period of rapidly falling fuel prices, almost every company filed for interim fuel charge adjustments, as required by law, to avoid overcollecting from customers. In fiscal year 1986, fuel costs for most electric utilities reached the lowest levels since the 1970's.

Performance Review

The DPU also conducted annual performance reviews for each company. As part of this review the Division investigated the fuel procurement procedures and operating and maintenance practices of Boston Edison, Cambridge Electric, Commonwealth Electric, Fitchburg Gas & Electric Light, Western Massachusetts and Nantucket Electric. As a result of these investigations, the Department found several companies to be violating a prudent standard of operating performance which would provide power at the lowest possible cost, and disallowed pass-through charges of \$12,728,343 in power costs. The following performance reviews resulted in refunds to customers:

Investigation of Outage at Pilgrim:

Boston Edison Company The Department investigated Boston Edison's management of a 54-week outage at its Pilgrim nuclear unit during 1983 and 1984. The Department found that the imprudence of a contractor in performing certain decontamination work resulted in a 10-day delay of the unit's return to service. The Department disallowed recovery of the costs that Boston Edison incurred to replace its share of Pilgrim's generation for that period, and ordered a refund, with interest, amounting to \$4,247,272. Boston Edison Company, D.P.U. 85-1B-2 (July 22, 1985).

Commonwealth Electric Company In a subsequent proceeding, the Department disallowed recovery of costs incurred by Commonwealth Electric to replace its share of Pilgrim's generation for the same 10-day period. The Department ordered Commonwealth Electric to refund \$586,088 to its ratepayers. Commonwealth Electric Company, D.P.U. 85-3C-1 (December 23, 1985).

Investigation of Refueling Outage at Connecticut Yankee

Western Massachusetts Electric Company The Department investigated the performance of the Western Mass. Electric Company's (WMECo) generating units for the period from June 1984 to May 1985. The Department found that Connecticut Yankee Atomic Power Company, a WMECo affiliate, was imprudent in the execution of design changes at the Connecticut Yankee nuclear plant, and that this imprudence resulted in a 25-day extension of the plant's refueling outage. The Department also found that, although WMECo delegates the operation of the plant to its affiliate, it must bear responsibility for its affiliate's performance. The Department ordered the company to refund, with interest, the cost of replacing its share of Connecticut Yankee's generation for this period. The refund amounted to \$691,932. Western Massachusetts Electric Company, D.P.U. 85-8F-2 (November 25, 1985).

Cambridge Electric Light Company The Department ordered Cambridge Electric to refund previously-collected costs of replacing its share of Connecticut Yankee's generation. Cambridge Electric is a shareholder in the Connecticut Yankee Atomic Power Company and thus a part-owner of the plant. The refund amounted to \$760,877. Cambridge Electric Light Company, D.P.U. 86-2B (April 1, 1986).

Investigation of Generating Unit Performance

Boston Edison Company The Department investigated the performance of generating units owned by Boston Edison during the period from August 1984 to October 1985. The Department's findings focused on three units: Pilgrim, New Boston 1, and Mystic 6, for which the Department found that the company's or contractor's imprudence caused or lengthened portions of three outages. As a result, the Department ruled that Boston Edison should not recover from its ratepayers the costs of replacement power for a portion of each outage. The Department ordered refunds, with interest, totaling \$66,442,174. Boston Edison Company, D.P.U. 86-1A-B (April 25, 1986).

Rate Cases

In addition to monitoring fuel charges, the Division provided technical support for the Commission in a number of general rate proceedings in fiscal year 1986. In each case the Department has continued its policy of allocating costs fairly to each rate class and implementing marginal-cost-based rates.

Time-of-Use Rates

The Department requires electric companies to implement time-of-use rates for all customers whose loads are large enough to justify the additional cost of time-of-use meters. Time-of-use pricing gives customers a separate price for the periods of highest demand and for the periods of lowest demand to reflect the fact that the cost of producing electricity varies as demand varies. Time-of-use rates allow customers to respond to the variations in cost by shifting portions of their demand for electricity to off-peak periods when it costs less to produce the power.

Interruptible Rates

The Department encourages electric companies applying for changes in their rates to offer interruptible rates which give customers further choices. Interruptible rates allow customers who do not require 100 percent reliability to pay a lower price in exchange for agreeing to interruptions in their electric service. Many of these customers have access to alternative sources of power, such as a cogeneration plant, or can reduce their demand when the utility is experiencing a territory-wide peak. Interruptible rates, like time-of-use rates, can lower costs for individual customers, and can lower costs for the utility if it is able to delay the need to build new generating units because of reduced electricity demand.

The Division took part in the following rate case investigations:

Cambridge Electric Light Company; Massachusetts Electric Company

In October 1985, the Department issued its decision on Cambridge Electric Light Company's rates. At the start of the six-month investigation, the Department accepted a stipulation between the company and various parties to reduce total revenues by \$2.5 million. In January 1986, the Department completed its six-month investigation of Massachusetts Electric Company's request for a change in its rates. As in the Cambridge Electric Light case, the Department accepted an agreement between the company and a number of concerned parties, to reduce the company's total revenue requirement by \$15 million.

In both decisions, the Department focused primarily on cost allocation and rate design changes to meet the goals described above. The Department's decisions in each of these cases resulted in the implementation of new time-of-use rates and interruptible rates for larger business customers.

Cambridge Electric Light Company, D.P.U. 85-165-A (1985); Massachusetts Electric Company, D.P.U. 85-146 (1986)

Boston Edison Company

In June 1986, the Department issued its decision on Boston Edison's request for a rate increase of \$35 million. The Department denied this request after reviewing the company's costs and revenues. It further lowered the company's allowed return on equity to 12 percent, citing Boston Edison's failure to carry out its responsibilities to plan for the future energy needs of its customers.

The decision also addressed complaints the Department had received about the quality of electric service in Boston Edison's territory. The Department found that the company was not meeting its own standards concerning system reliability and ordered Boston Edison to adopt more rigorous procedures to ensure that reports of service problems would be followed up and repairs completed in a timely fashion. Boston Edison Company, D.P.U. 85-271-A/85-266-A.

Western Massachusetts Electric Company

In June 1986, the Department released its decision after a six-month investigation of WMECo's request for a \$62.7 million increase in rates. There were two major findings in this case that resulted in the reduction of the company's request to \$38.9 million. First, the Department determined that WMECo should be allowed to earn a return on 76 percent of its investment in the Millstone 3 nuclear power plant, which began operation in April 1986. The Department arrived at this decision after analyzing the economic value of the power plant, and comparing it to alternative sources of supply that would otherwise be available to serve electricity demand in WMECo's service territory. This portion of Millstone 3's construction costs, \$353 million, will be phased into rates over a five-year period to avoid undue rate increases in any given year. Most of the remainder of Millstone 3's costs were found to be prudently incurred; these costs could therefore be recovered by the company over a ten-year period, but the company could not earn a return on that portion of the investment.

Second, the Department reduced WMECo's allowed rate of return on common equity in response to the general reduction in interest rates since the company's last rate case, and also to reflect the reduced level of business risk to the company after the completion of Millstone 3.

The Department continued its policy of redesigning rates to ensure that each customer class is paying its fair share of the cost of providing electricity. The Department approved a new interruptible rate for

1985: Hurricane Gloria—Western Massachusetts Electric Company repair truck



large business customers and mandatory time-of-use rates for most business customers. Western Massachusetts Electric Company, D.P.U. 85-270 (1986).

Regulations on Electricity Sales by Independent Suppliers

The Department issued new regulations governing the sale of electricity between small power producers and cogenerators and electric utilities. The new rules ensure that customers will pay no more for power from smaller independent suppliers than they would for power from plants built by the utility. Yet the new rules provide the potential for great savings by allowing utility companies to avoid building large, costly capital projects.

The rules require each electric company to buy up to 5 percent of its power needs from small power producers. They provide for standard contracts and long-run pricing options for qualifying independent power producers. Larger facilities will provide bids to utilities to supply power at a price that cannot exceed the utilities' avoided costs, that is, the cost the utility would have to charge to produce the electricity itself. Independent producers may also continue to negotiate individual contracts with utilities which will be subject to the Department's review.

The new rules will provide more equitable incentives for the development of alternative power supplies and should result in greater diversification in sources of electricity as well as greater reliability. D.P.U. 84-276-B (1986).

Goals

Alternate Power Sources

With the completion of the revised regulation governing sales from independent small power producers and cogenerators, the Division will be responsible for the smooth implementation of the new rules (D.P.U. 84-276-B). The regulations require a substantial increase in filing requirements by the utilities and, consequently, a substantial increase in the division's responsibilities for reviewing each utility's ceiling price forecast, supply and demand plans, standard contracts and requests for bids from independent suppliers. As one of the Department's priorities this fiscal year, the Division will work with each of the eight regulated utilities in the Commonwealth to ensure the completion of their first round of solicitation of power from small power producers and cogenerators.

Investigation of Regulatory Treatment of Electric Utilities' Investments in New Plants

Early in 1986, the Department initiated an investigation (D.P.U. 86-36) to solicit comments from utilities and other interested parties concerning the Department's past and future cost-recovery treatment of utility investments. Having completed the first series of hearings on comments received, the Department hopes to complete its investigation in the upcoming fiscal year.

The outcome of these proceedings should be the establishment of regulations or guidelines designed to implement a comprehensive system for treating utility investment in generating sources and power purchases and will be important for the continued supply of reliable electricity at the least cost for the Commonwealth and its citizens.

Standardizing Fuel Charge Filings and Performance Reviews

In fiscal year 1986, the Division completed the first stage of standardizing the fuel charge filing format by requiring each utility to comply with a filing format proposed by the Department. The new format will make the review of each electric utility's forecasted and historical fuel expenses and generating unit operating efficiency more efficient and thorough. The next step will be to codify procedures and standards for monitoring fuel procurement practices and power plant performance through regulations.

1938: Boston Edison emergency repair truck on Center Street in Fairhaven during hurricane



Rates and Research Division



Responsibilities

The Rates and Research Division provides the Department with technical support in the regulation of the natural gas and privately-owned water distribution companies. The technical support requires expertise in economics, finance, accounting and public policy. The Division plays a role in rate cases and the various regulatory proceedings brought to the Department.

Change is the hallmark of the current regulatory environment, particularly in the area of natural gas. In the past, natural gas moved from producers through pipelines to local distribution companies, with each sector of the industry owning the gas along the way. Now producers and consumers of gas are interested in making their own business arrangements, using the pipelines to transport interstate gas, and using the local distribution companies to transport intrastate gas for a fee. Federal initiatives such as the Federal Energy Regulatory Commission's (FERC)

1900: Worker at the Pittsfield Coal Gas Company

Order 436 on free access transportation of natural gas endorse this approach and require action by state utility commissioners to implement the intrastate transportation.

These changes add to the competitive business environment the Massachusetts gas distribution companies are now facing. As the Department responds to federal actions and initiates its own regulatory changes with Massachusetts' special needs in mind, the Division of Rates and Research finds its responsibilities ranging in scope from analyzing the specifics of a rate case to assessing the broad impact of national regulatory change.

The Division's duties include:

- Developing rates for gas and water companies which provide consumers with accurate price signals;
- Tracking weekly gas supply and sendout during the winter heating season;
- Monitoring gas utility filings: monthly cost of gas adjustments, annual reconciliations of costs and revenues, refund programs;
- Reviewing sales contracts for the gas utilities under the Department's jurisdiction;
- Analyzing policy developments on the national scene that have an impact on the state level and determining whether Department intervention is appropriate.

Year's Progress

Cost-Based Rates

One of the Department's objectives has been to move the utilities under its jurisdiction in the direction of cost-based rates. In FY 1986 the Division has taken a series of steps to help the Department move toward this goal.

Gas

Rate Cases

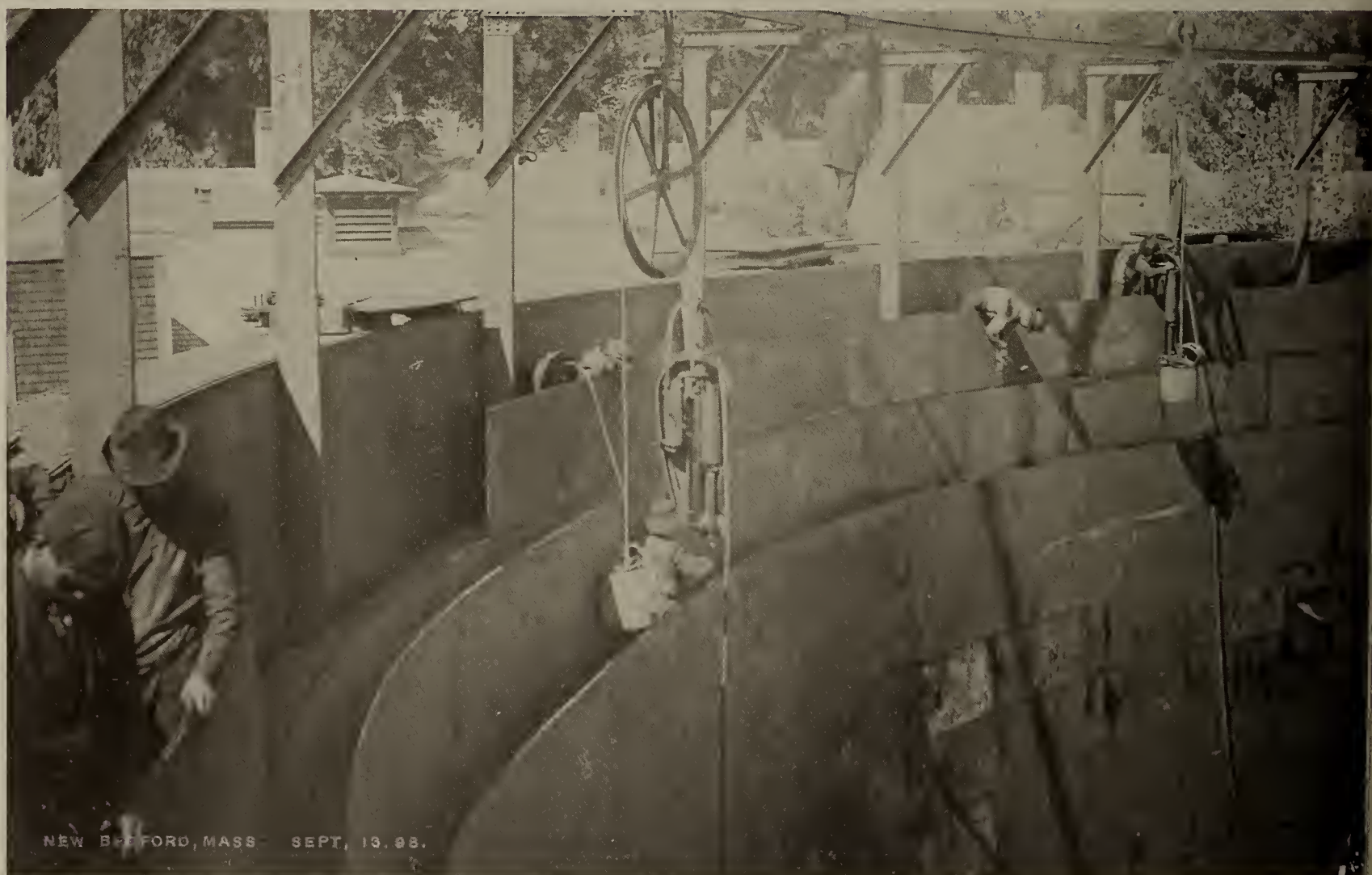
Several gas companies - Colonial (D.P.U. 86-27), North Attleboro (D.P.U. 86-86) and Berkshire (D.P.U. 86-82) - have filed rate cases during FY 1986. Because there is a six-month suspension period during which a case is heard, the Department did not issue orders in this fiscal year. The Department did,

however, hold hearings and begin consideration of company proposals in these cases. Among the companies' requests are proposed cogeneration, dual fuel and transportation rates. The Department is reviewing these proposals and continues to focus upon methods which further the development of cost-based rates.

Cogeneration Gas Agreement

Cogeneration involves the use of gas to fuel equipment used to produce electricity. In 1984 Boston Gas filed a proposed agreement with the West Lynn Creamery to sell approximately 3,000 MMBTu of natural gas a month to West Lynn to use in its cogeneration equipment. In a decision issued this year, the Department denied the agreement as filed until Boston Gas developed a rate that corrected existing disparities in the rate of return allocated to each customer class and designed a rate which reflects marginal cost pricing principles. The Department will continue to review cogeneration rates proposed by other gas companies in rate cases currently under consideration (D.P.U. 84-236-A).

1898: Construction of a gas holder for the New Bedford Gas Company, now Commonwealth Gas



Cost of Gas Adjustment Clause

The Department is in the process of revising its cost of gas adjustment clause (CGAC), which appears on consumers' monthly gas bills. The CGAC adjusts existing sales to reflect changes in a utility's gas supply costs, supplier refunds, profit margins on interruptible sales, and previous over- and under-collections. The Department is moving toward a seasonal gas adjustment clause, which will provide a clearer indication of the significant price differentials in seasonal gas costs (D.P.U. 1669).

Transportation

One of the most significant gas policy issues under consideration today is "open access transportation" of gas from producers directly to end users. FERC Order 436 revolutionized the industry's structure by initiating the process for achieving direct access from producer to end user. In part a result of geography and in part a result of its unique supply situation, Massachusetts has special concerns about the implementation of this order.



In response to federal initiatives and to encourage competition on the state level, the Department has opened a two-part investigation into intrastate gas transportation. The first phase of this investigation, which has already begun, is a generic hearing to address the complex issues raised by gas transportation within the context of Massachusetts' specific needs (D.P.U. 85-17B).

Interruptible Sales Review

Interruptible sales are gas sales to customers that have dual fuel-burning capabilities and therefore can have their gas shut off when prices rise or supplies are short. Firm customers have no alternative fuel source and must remain on the system. The Division reviewed the interruptible sales policies of gas companies in order to ensure maximum benefit to firm ratepayers. Following this review, the Department enunciated new language that articulated its policy prohibiting interruptible sales where the selling price is below the avoidable cost of supply.

Intervention at the Federal Level

The Division prepared an analysis supporting market-responsive pricing at the wellhead for all gas supplies. This paper served as the basis for intervention in a federal proceeding by the New England Conference of Public Utility Commissioners (NECPUC). Although the FERC in Order 451 ultimately decided against New England's stand, the region's position was discussed and considered.

Water

The Division analyzed the water rate cases brought before the Department this year: Dedham (D.P.U. 85-119), Massachusetts-American (D.P.U. 85-116), Oxford (D.P.U. 85-112), Hingham (D.P.U. 85-100), Wannacomet (85-118), Westport Harbor Aqueduct (D.P.U. 85-107), and Hutchinson (D.P.U. 85-194).

All of these cases, except for Westport Harbor Aqueduct and Hutchinson, were withdrawn by the companies or were dismissed for failure to submit DPU-requested cost studies on a timely basis.

The Division also investigated problems with Salisbury Water Supply and began rate case analyses on Dedham (D.P.U. 86-122), Wylde Wood Water Works (D.P.U. 86-93) and Dover (D.P.U. 86-26).

Goals

The Division will have the opportunity to effect many of its goals over the next year by participating in economic analyses of gas company rate cases currently before the Department. The key issue under consideration is how to move gas and water utilities toward cost-based rates through the application of marginal cost pricing methods. The steps taken in 1986 have accelerated the Department's progress in this direction.

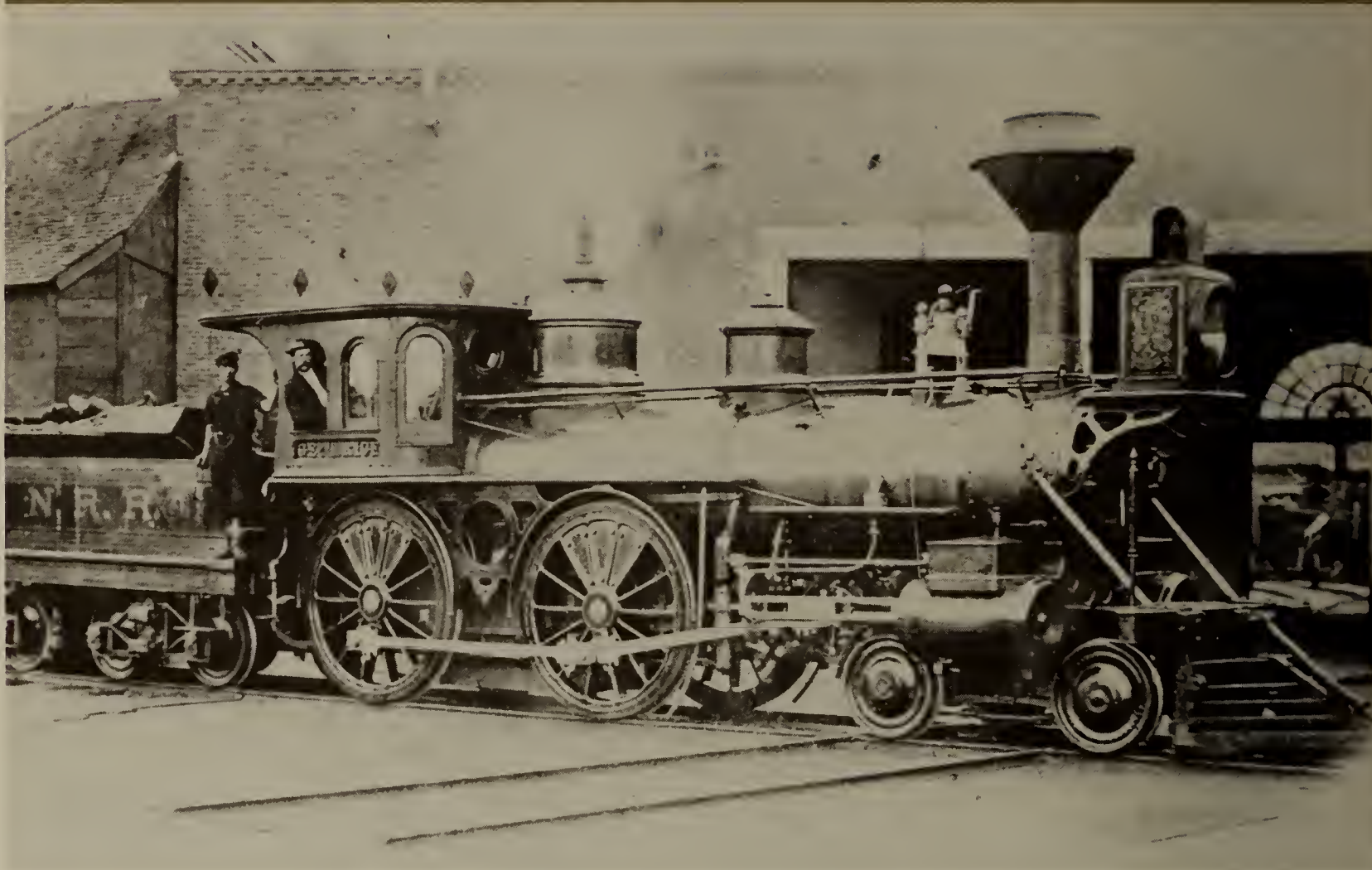
The Division will continue to develop an approach to state regulation that accomplishes the following objectives:

- To move gas and water utilities toward cost-based rates that reflect the cost of serving their different classes of customers;
- To encourage gas utilities in Massachusetts to operate effectively, competitively and innovatively within the changing regulatory environment;
- To monitor utilities' ongoing operations to ensure adequate resource supply, reliable service and compliance with Department orders;
- To identify regulatory trends and issues on a national level that will affect the energy situation in Massachusetts;
- To provide consumers with a regulatory framework that sends water and gas consumers clear price signals while satisfying the Department's goal of fairness in rates and service;
- To complete the standardization of rate case filing procedures for small private water companies.



1900: Workers of the Pittsfield Coal Gas Company pose in their Sunday suits

Rail and Bus Division



Responsibilities

The Rail and Bus Division has two major responsibilities: ensuring the safety of the traveling public on railroads, rapid transit trains, streetcars and buses within the Commonwealth; and certification of transportation services to operate if applicants prove that they will serve the public convenience and necessity.

1875: American class locomotive of the Worcester and Nashua Railroad

Under the Bus Regulatory Reform Act of 1982, the Interstate Commerce Commission has preempted many state regulatory provisions; but the Division retains the responsibility for all safety regulations, and for issuance of certificates, licenses and permits for intrastate operations.

Safety

The Department ensures the safety of the general public traveling within Massachusetts. Regular inspections are made by DPU rail and bus inspectors of MBTA rail travel equipment, track and associated safety systems. The Division certifies and inspects buses, and tests and licenses bus drivers. It also investigates safety complaints and violations of statutes and regulations, and conducts investigations of all bus and rail accidents.

Certification of Carriers

The Division implements, by public hearings, the statutory requirement that carriers requesting new operating authority or seeking permission to change existing operating authority prove to the Department that the proposed service is in the public interest and will satisfy public convenience and necessity.

Year's Progress

Automated Records

Many of the records of the Rail and Bus Division, such as bus permits, safety complaints and bus driver licenses, have been computerized. The renewals of the two-year regular bus driver's license, the one-year school bus driver's license and the six-month license for the bus driver over seventy years of age are automatically generated by computer before the renewal date.

The new systems ensure accurate files and readily available information on bus drivers and bus companies and their equipment. The Rail and Bus Division uses this information to maintain a regular schedule of equipment inspections.

Training

Training sessions for rail and bus inspectors on the operating safety of both bus and rapid transit vehicles are an ongoing Division function aimed at increasing the skills of the inspectors.

1947: A yellow coach for Peter Pan Bus Lines, manufactured by General Motors



Statistics

7,679 inspections of rail and bus equipment were made and 148 bus operating violations were cited.

148 railroad and bus accidents were investigated to determine the cause and make recommendations for improving safety procedures.

11,560 DPU licenses, 5,138 permits and 44 certificates and charter licenses were issued by the Division. 67 hearings were conducted and 86 orders relating to rail and bus activities were prepared.

1907: Boston Elevated Railway "prepayment car" — These cars were used from 1907 until 1929 when they were converted into snowplows. This car is still in service as a snowplow.



Goals

Continued Training

The Division plans to continue its program of training inspectors in both bus and rapid transit safety operations. To improve the Division's ability to ensure rail safety, two staff members will attend the U.S. Department of Transportation's railroad safety training programs in Oklahoma.

Expanded Record Automation

The Rail and Bus Division will continue the computerization of records to include all past certifications of rail, bus and charter service licenses for an ongoing review of transportation operations. The DPU plans to review and revoke, if appropriate, certificates and licenses which authorize service no longer being provided to the public.

Review of Regulations

The DPU plans to review and update the rules and regulations pertaining to motor bus operations to include safety standards for the operation of wheelchair lifts on buses to accommodate the traveler with physical disabilities.

Commercial Motor Vehicle Division



Responsibilities

Certification of Motor Vehicle Carriers

This Division's primary function is the regulation of motor vehicle carriers who transport property for hire. A carrier must obtain a certificate or permit from the DPU before providing service. Certificates and permits are issued only after a public hearing where a determination is made that the applicant is fit and the service is needed.

Protecting Consumers from Unfair or Unsafe Practices

An equally important function of the Division is the protection of both consumers and shippers from unfair and deceptive practices by some carriers. All carriers are required to file with the Division their rates and charges for the services they are authorized to perform.

Each year the Division investigates hundreds of complaints from consumers alleging overcharges or inadequate service by a carrier. If complaints cannot be resolved informally, they are adjudicated at a formal complaint hearing. Carriers found guilty of serious or repeated illegal practices may have their license to operate suspended or revoked.

The Division's duties include:

- Monitoring over 7,000 carriers providing regular route, irregular route and contract carrier services within the Commonwealth;
- Overseeing operations of over 14,000 interstate carriers;
- Processing applications for and issuing over 300,000 distinguishing stamps and decals;
- Processing over 8,000 rate filings;
- Answering over 5,000 phone inquiries annually from carriers, shippers and individual consumers;
- Investigating over 400 complaints a year from shippers and individual consumers;
- Processing over 2,600 applications for certificates, permits and licenses annually;
- Holding over 750 public hearings annually;
- Performing administrative audits of regulated carriers;
- Maintaining an office in Springfield to facilitate regulation of carriers and to respond to public inquiries in western Massachusetts.



(facing page)

1911: Construction truck used by Turners Falls Power and Electric Company line crew

1920: Transportation truck used by New Bedford Gas Company for crews and equipment

Year's Progress

Interstate Carriers

Reflecting changes in the industry nationwide, FY 1986 saw the number of applications from interstate carriers stabilize for the first time in five years. Revenues have remained constant as the industry has absorbed the effects of deregulation and increased insurance costs.

As part of a continuing effort to streamline applications and registrations, the Division reviewed proposals from the National Association of Regulatory Utility Commissioners and the National Governors Conference for a national centralized system of registration for interstate carriers.

Annual Reports

The Division revised its regulations to eliminate the filing of an annual financial report by all intrastate motor carriers, except those carriers engaged in towing, which are required by statute to file financial returns.

Automated Records

With the completion of the Division's automated data base, over 3,000 inactive carriers were purged from the intrastate files. The Division has instituted a system for performing a yearly review of all intrastate carriers to determine whether they are still in operation. This allows the Division to update its files on an annual basis and to purge carriers who have ceased operations.

Licensing Hazardous Waste Carriers

During the past year the Division has worked with the Department of Environmental Quality Engineering to coordinate the licensing of hazardous waste carriers. This has eliminated duplication in the licensing of hazardous waste carriers and ensured more efficient licensing procedures.

Beginnings: Lamp trimming car with action platform of the Greenfield Electric Light and Power Company at the turn of the century contrasted with 1986 Western Massachusetts Electric Company repair equipment with modern action platform (in inset)



UNDERTAKING

GREENFIELD ELECTRIC LIGHT CO.

Goals

Improve Investigation Procedures

In order to keep pace with a changing industry, CMVD will begin a comprehensive review of the procedures used in performing investigations. The automation of the recordkeeping systems will permit more comprehensive carrier audits, and on-the-job training of CMVD personnel will lead to more efficient use of field investigations. CMVD receives over 400 written complaints each year from consumers and shippers. The new procedures will allow for quicker, more efficient resolution of complaints. Whenever field investigations are required to resolve a complaint, investigators will thoroughly review the carrier's operations for compliance with the Department's regulations and evidence of continuing fitness to operate.

Ensure Current Rate Filings

In order to encourage a more competitive atmosphere, the Division will review its recordkeeping procedures to ensure that rate filings are up to date. Proposed changes in its automated data base will allow the Division to identify carriers who have not filed current rates.

Cargo Insurance

During the past year a substantial number of carriers have experienced difficulty in obtaining required cargo insurance. The Department will review its regulations to determine whether any changes would ease this situation.

1922: Automobile snow car used for winter patrols by the Turners Falls Power and Electric Company

(facing page)

1986: Boston Gas LNG storage tank at Commercial Point

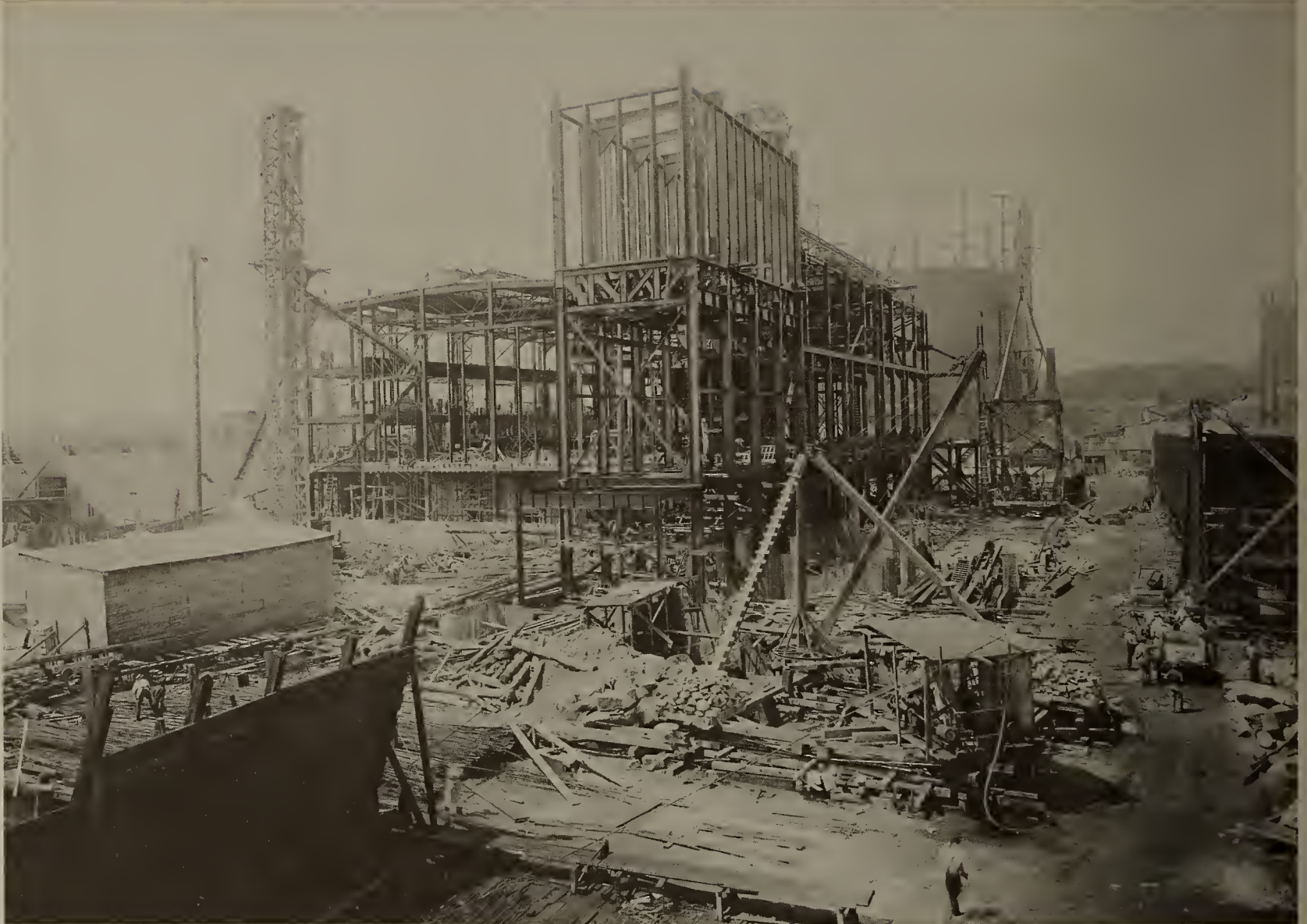


Department of Public Utilities

Funding and Revenues



Funding and Revenues



Funding

Funding for the DPU comes from three main sources: (1) general appropriations; (2) general appropriations that are reimbursed by assessments on the regulated utilities; and (3) direct assessments on selected regulated utilities. (Chart 5 shows the mix of funding authorized for fiscal year 1986.) A history of each of these funding sources is given below.

General Assessment

Since 1971, the DPU has had statutory authorization to make an assessment against each electric, gas, telephone and telegraph company under its jurisdictional control. Chapter 1093 of the Acts of 1981 (inserting Section 17 into Chapter 25 of the General Laws) provided that these assessments would produce \$250,000 in revenues from Massachusetts' utility companies up through 1980. Section 17 was

1916: Cannon Street electric generating plant under construction in New Bedford

further amended by Chapter 349 of the Acts of 1980, resulting in a doubling of the maximum allowable assessment to \$500,000. These funds were to assist in defraying the general operating expenses of the DPU and to compensate consultants in hearings on rate petitions filed by companies subject to assessment.

General Administration Reimbursement

Chapter 684 of the Acts of 1975 further amended Chapter 25 of the General Laws by adding a new section, section 18. Section 18 provided that the Commission be authorized to make an additional assessment against each electric, gas, telephone and telegraph company under the jurisdiction of the DPU. This assessment was designed to produce not more than \$1.5 million in FY 1976 and \$1.75 million in subsequent fiscal years to reimburse the Commonwealth for funds appropriated by the Legislature for the operation and general administration of the DPU in the fiscal year in which the assessment is made. Revenues from this assessment cannot exceed the appropriation by the Legislature for the DPU in the corresponding fiscal year.

State Budget Expense

The expenses for the Commercial Motor Vehicle and the Railway and Bus Divisions must be factored out of this reimbursement process since common carriers and the railway and bus companies have no assessment levied against them. These companies are subject to DPU fees such as licensure, inspection, examination, and so on. Although funding for the transportation divisions comes directly from the Commonwealth, the revenues they generate far exceed their expenses. These revenues revert to the general fund of the Commonwealth and do not directly support the activities of the DPU.

Electric Power Fuel Bureau Assessment

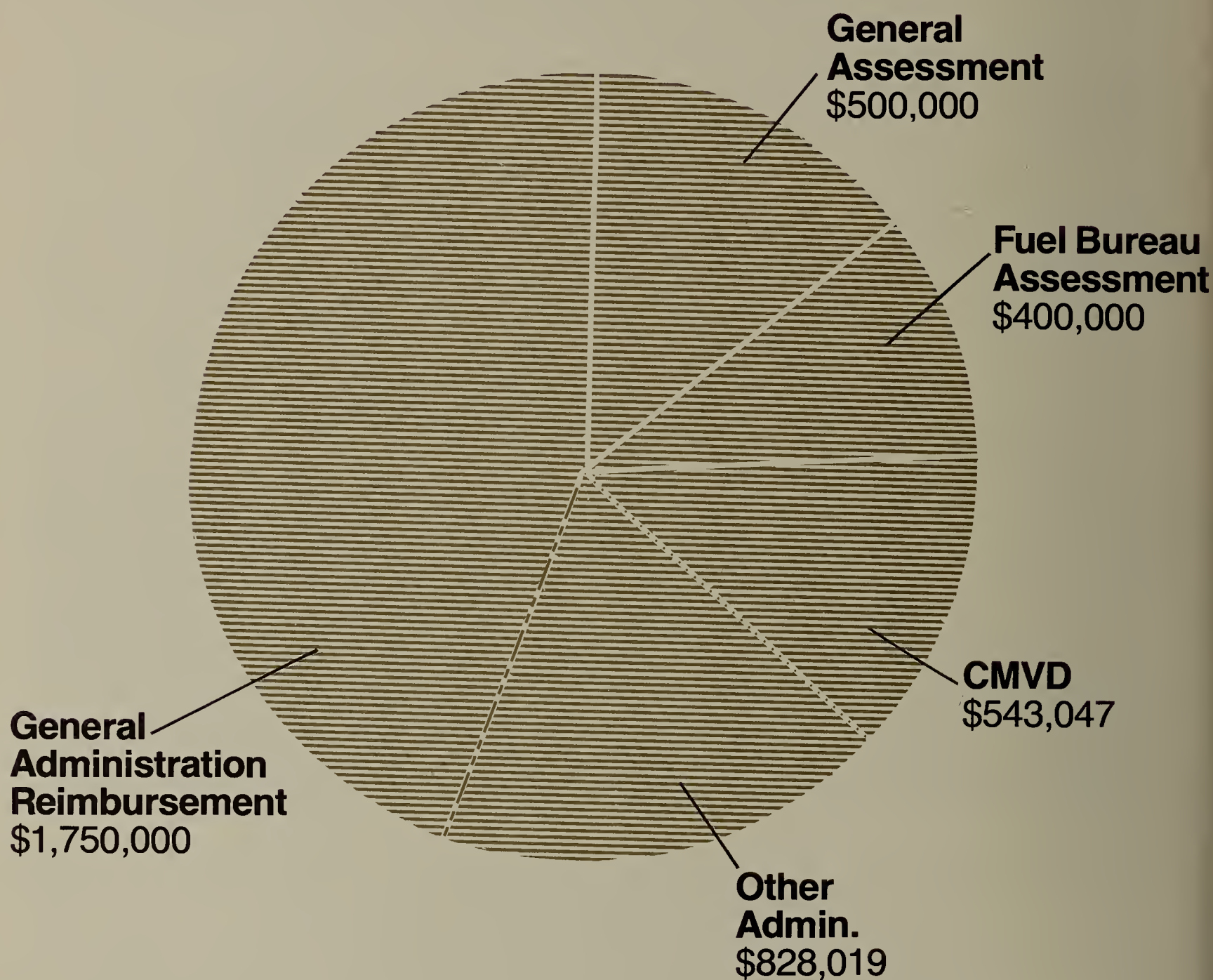
Another assessment account was added by Chapter 375 of the Acts of 1981 to fund the Fuel Charge Monitoring Bureau within the Electric Power Division. This \$400,000 assessment was established to support the Bureau's monitoring of fuel adjustment charges and other matters related to the operation of the regulated electric companies. The assessment is derived directly and solely from the regulated electric companies and has not changed since it was initiated.

Generating Revenues

In the course of fulfilling its many regulatory functions, the Department receives substantial revenues from the various fees it charges for filing petitions, conducting inspections, and issuing service authorizations. The funds received go to the Commonwealth's general fund and are substantially greater than the Department's annual appropriation. Chart 6 demonstrates this fact for the last two fiscal years.

Department of Public Utilities

Funding Sources—Fiscal Year 1986

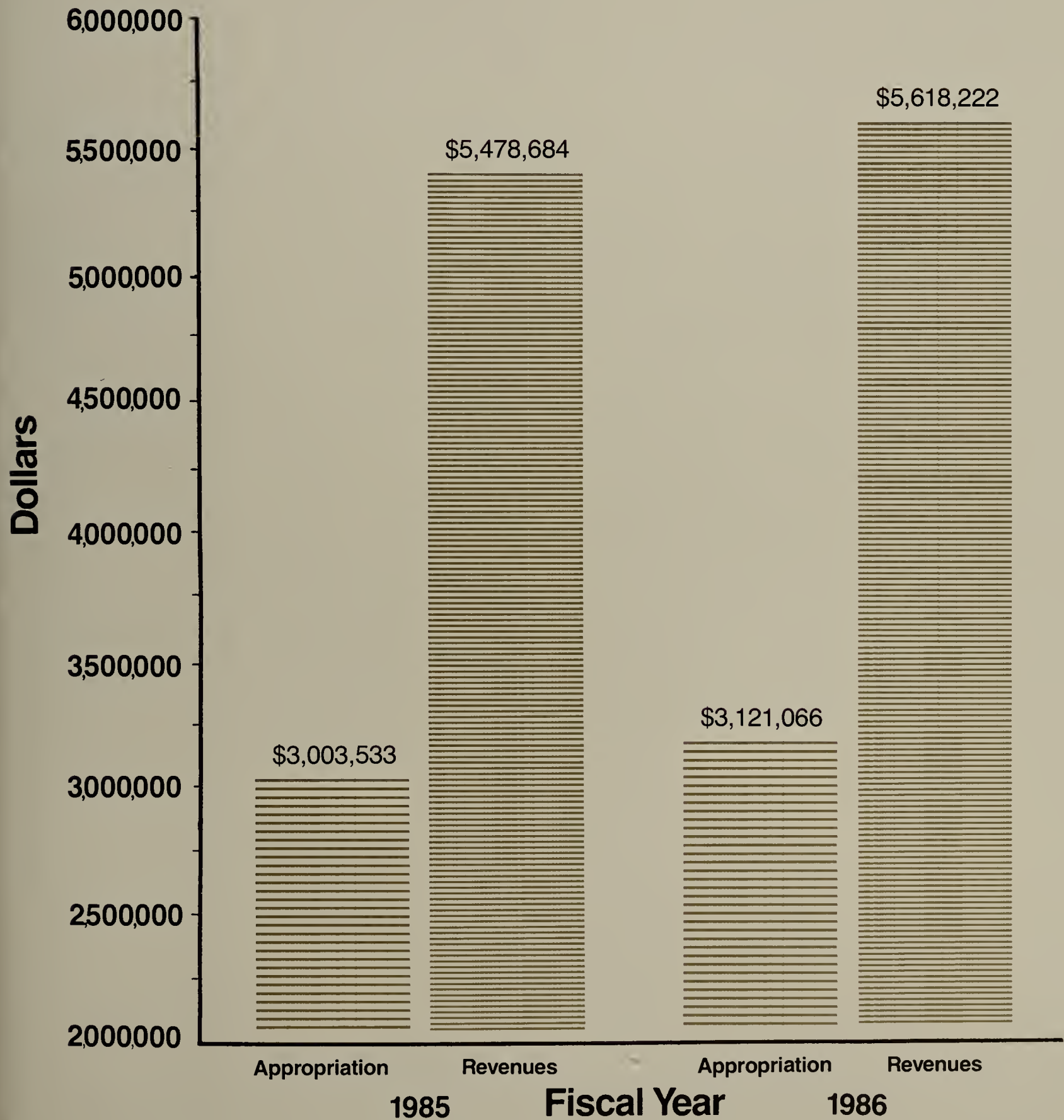


TOTAL: \$4,021,066

State Treasury Portion: \$1,371,066

Department of Public Utilities

Appropriations vs. Revenues



In FY 1986, the Department collected the following direct revenues in addition to the assessment and reimbursement accounts:

Revenues Derived from Fees and Licenses

<u>Administration:</u> Filing fees, certifications, copies, Dig-Safe civil penalties	190,824
<u>Commercial Motor Vehicle Division:</u> Fees for licenses, certificates, decals, permits and filings	2,307,664
<u>Engineering:</u> Fees for gas meter testing, D.O.T. reimbursements	216,384
<u>Railway and Bus:</u> Fees for licenses and permits	<u>253,350</u>
Total revenues derived from fees and licenses	\$2,968,222

1938: Railroad bridge collapsing
in Wendell, Massachusetts at
1:30 p.m. during hurricane on
September 24

Department of Public Utilities

Appendix

Listing of Regulated Companies

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Telephone Companies

AT&T Communication of
New England, Inc.
99 Bedford St.
Boston, MA 02110

Allnet Communications Services
P.O. Box 6911
Chicago, IL 60680

Elizabeth Island Tel. Co.
c/o J.M. Forbes & Co.
24 Federal St.
Boston, MA 02110

First Phone, Inc.
180 Bent St.
Cambridge, MA 02138

GTE/Sprint
One Adrian Court, P.O. Box 974
Burlingame, CA 94010

Granby Telephone Co.
215 State St.
Granby, MA 01033

MCI Telecommunications, Inc.
1133 19th St., NW
Washington, DC 20036

New England Tel. & Tel. Co.
185 Franklin St.
Boston, MA 02110

Petricca Communications
DBA: Call America
444 Merrill Rd.
Pittsfield, MA 01201

Richmond Telephone Co.
P. O. Box 75
Richmond, MA 01254

Satellite Business Systems
8283 Greensboro Drive
McLean, VA 22102

Taconic Telephone Co.
2 Main St.
Chatham, NY 01237

TDX Systems, Inc.
1920 Aline Ave.
Vienna, VA 22180

U.S. Sprint
2330 Shawnee Mission Parkway
Westwood, Kansas 66205

U.S. Telecom
P.O. Box 11315
Kansas City, MO 64112

Western Union
1828 L St., NW
Washington, DC 20036

Radio Common Carriers

A.F. & L. Tel. Service
25 Willow St.
Leominster, MA 01453

Airphone Co., Inc.
1329 Riverdale St.
W. Springfield, MA 01089

American Paging, Inc.
(of Massachusetts)
2780 Snelling Ave. North.
Roseville, MN 55113

Bellboy
New England Tel. Co.
185 Franklin St.
Boston, MA 02107

Berkshire Comm., Inc.
126 Fenn St.
Pittsfield, MA 01202

Boynton Comm., Inc.
77 Reservoir St.
No. Attleboro, MA 02760

Radio Exchange, Inc.
31 Dartmouth St.
Lawrence, MA 01841

Chayce 'n' You
546 County St.
New Bedford, MA 02740

Colgan Comm.
102 Pine St.
Waltham, MA 02154

Metromedia Telecomm., Inc.
d/b/a Comex, Inc.
720 Union St.
Manchester, NH 03104

Communications Electronics
d/b/a Worcester Communications
975 Millbury St.
Worcester, MA 01607

Metromedia, Inc.
d/b/a Zip-Call, Inc
15 Soldiers Field Place
Brighton, MA 02135

Haverhill Ans. Service
50 Marsh Ave.
Haverhill, MA 01831

J.K. Communications
100 Asnebumskit Rd.
Paxton, MA 01612

Mass-Conn Mobile
d/b/a Message Center
40 Woodland St.
Hartford, Conn. 06105

McCaw Personal Communications, Inc.
5808 Lake Washington Blvd.
Kirkland, WA 98033

Merrimac Mobile Comm. Co.
188 Garden St.
Lawrence, MA 01840

Metromedia, Inc. d/b/a
Mobilephone-Paging Radio
1055 Westminster St.
Providence, R.I. 02903

Metro NET, Inc.
341 South Main St.
Providence, RI 02903

Omni Comm. Inc.
d/b/a Page-Call, Inc.
P.O. Box 345
Lynn, MA 01904

RAM Communications of Mass.
235 Bear Hill Rd.
Waltham, MA 02154

Rivers Associates, Inc.
47 Berry St. Ext.
Fitchburg, MA 01420

Zip-Call, Inc. d/b/a
Telephone Ans. Service
of Taunton, Inc.
27 Fruit St.
Taunton, MA 02780

MCI Airsignal, Inc.
20005 M St., NW
Washington, D.C. 20036

T. Com, Inc.
2 North Plaza
Jackson, MI 49204

Thompson Paging & Radio
Telephone Service
Shepardson Rd.,
Warwick, MA

Ken Warren Associates, Inc.
91 Dacton St.
Pittsfield, MA 01201

Cellular Mobile Radio Systems

Yankee Celltell Company
190 Second Ave.
Waltham, MA 02154

Boston CGSAQ
NYNEX Mobile Comm.
1 Blue Hill Plaza
Pearl River, NY 10965

Cellular Resellers

American Mobile Communications, Inc.
222 Forbes Rd. Suite 106
Braintree, MA 02184

Cellular Telephone Services, Inc.
106 Hobart St.
Hackensack, N.J. 07601

Intelecom Corporation
303 E. 17th Ave.
Denver, Colorado 80203

Nationwide Cellular Services, Inc.,
648 Highland Ave.
Needham, MA 02194

Motorola Cellular Services, Inc.
355 Bodwell St.
Avon, MA 02322

Boston Cellular, Inc.
d/b/a Bay-Cell
195 State St.
Boston, MA 02109

A Beeper Co. Association
d/b/a A Cellular Company
3340 Peachtree Rd. N.E. Suite 2750
Atlanta, GA 30026

Gas Companies

Bay State Gas Company
Royall St.
Canton, MA 02021

The Berkshire Gas Company
115 Cheshire Rd.
Pittsfield, MA 01202

Blackstone Gas Company
59 Water St.
Hingham, MA 02043

Boston Gas Company
One Beacon St.
Boston, MA 02108

Colonial Gas Company
Cape Cod Division
P. O. Box 1360
Hyannis, MA 02601

Colonial Gas Company
Lowell Division
40 Market St.
P. O. Box 860
Lowell, MA 01853

Commonwealth Gas Company
157 Cordaville Rd.
Southborough, MA 01772

Essex County Gas Company
P. O. Box 500
7 N. Hunt Rd.
Amesbury, MA 01912

Fall River Gas Company
155 N. Main St.
P.O. Box 911
Fall River, MA 02722

Fitchburg Gas and Electric Light Company
285 John Fitch Highway
P.O. Box 2070
Fitchburg, MA 01420

North Attleboro Gas Company
65 No. Washington St.
No. Attleboro, MA 02760

Municipal Gas Companies

City of Holyoke Gas and Electric Department
70 Suffolk St.
Holyoke, MA 01040

Middleborough Gas and Electric Department
Town Hall
Nickerson Ave.
Middleborough, MA 02346

Wakefield Municipal Light Department
9 Albion St.
Wakefield, MA 01880

Westfield Gas and Electric Light Department
100 Elm St.
P. O. Box 990
Westfield, MA 01085

Electric Companies-Retail Companies

Boston Edison Co.
800 Boylston St.
Boston, MA 02199

Cambridge Electric Light Co.
P. O. Box 190, 675 Massachusetts Ave.
Cambridge, MA 02139

Commonwealth Electric Co.
P. O. Box 190, 675 Massachusetts Ave.
Wareham, MA 02571

Eastern Edison Co.
P.O. Box 471
36 Main St.
Brockton, MA 02403

Fitchburg Gas & Electric Light Co.
P. O. Box 2070, 285 John Fitch Highway
Fitchburg, MA 01420-8570

Massachusetts Electric Co.
25 Research Drive
Westborough, MA 01581

Nantucket Electric Co.
Fairgrounds Rd.
Nantucket, MA 02554

Western Massachusetts
Electric Co.
174 Brush Hill Ave.
W. Springfield, MA 01089

Wholesale Companies

Canal Electric Co.
675 Massachusetts.
Cambridge, MA 02139

Holyoke Power & Elec. Co.
1 Canal St.
Holyoke, MA 01040

Holyoke Water Power Co.
1 Canal St.
Holyoke, MA 01040

Massachusetts Municipal Wholesale
Electric Co.
Stony Brook Energy Center
P.O. Box 426
Ludlow, MA 01056

Montaup Electric Co.
P.O. Box 391
Fall River, MA 02722

New England Power Co.
25 Research Drive,
Westborough, MA 01581

Yankee Atomic Electric Co.
1671 Worcester Rd.
Framingham, MA 01701

Municipal Lighting Plants

Ashburnham Municipal Light Station
86 Central St.
Ashburnham, MA 01430

Belmont Electric Light Department
450 Concord Ave.
Belmont MA 02178

Boylston Electric Light Department
Sanitarium Rd.
Boylston MA 01050

Braintree Electric Light Department
44 Allen St.
Braintree, MA 02184

Chester Municipal Electric Light Department
Middlefield St. Box 307
Chester, MA 01011

Chicopee Electric Light Department
725 Front St., Box 89
Chicopee, MA 01013

Concord Municipal Light Plant
34 Main Street
Concord, MA 01742

Danvers Electric Department
2 Burroughs St.
Danvers, MA 01923

Georgetown Electric Department
Moulton St.
Georgetown, MA 01830

Groton Electric Department
Station Ave.
Groton, MA 01450

Groveland Light Department
23 School St.
Groveland, MA 01830

Hingham Electric Light Department
19 Elm St.
Hingham, MA 02043

Holden Municipal Light Department
Reservoir St.
Holden, MA 01520

Holyoke Gas & Electric
70 Suffolk St.
Holyoke, MA 01040

Hudson Light and Power Department
49 Forest Ave.
Hudson, MA 01749

Hull Electric Light Department
Drawer "C"
Nantasket Beach, MA 02045

Ipswich Electric Light Department
222 High St.
Ipswich, MA 01938

Littleton Electric Light & Water Department
Whitcomb Ave.
Littleton, MA 01450

Mansfield Municipal Light Department
50 West St.
Mansfield, MA 02048

Marblehead Municipal Light Department
80 Commercial St., P. O. Box 369
Marblehead, MA 01945

Merrimac Light & Water Department
2 School St.
Merrimac, MA 01860

Middleborough Municipal Gas & Electric Department
Town Hall
Nickerson Ave.
Middleborough, MA 02346

Middleton Municipal Light Department
96 Maple St.
Middleton, MA 01949

No. Attleborough Electric Department
P. O. Box 790
78 No. Washington St.
N. Attleborough, MA 02761

Norwood Electric Light Department
206 Central St.
Norwood, MA 02062

Paxton Municipal Light Department
578 Pleasant St.
Paxton, MA 01612

Peabody Electric Light Department
P.O. Box 3209
70 Endicott St.
Peabody, MA 01960

Princeton Electric Light Department
P.O. Box 247, Princeton Center
Princeton, MA 01541

Reading Municipal Light Department
P. O. Box 150
Reading, MA 01867-0250

Rowley Electric Light Department
47 Summer St.
Rowley, MA 01969

Russell Municipal Light Department
Town Hall, Main Street
Russell, MA 01070

Shrewsbury Electric Light Department
100 Maple Ave.
Shrewsbury, MA 01545

Municipal Lighting Plants (cont.)

South Hadley Electric Light Department
85 Main St.
S. Hadley, MA 01075

Sterling Electric Light Department
P.O. Box 327, Main Street
Sterling, MA 01564

Taunton Municipal Light Plant
P.O. Box 870
55 Weir St.
Taunton, MA 02780

Templeton Municipal Light Company
School St.
Baldwinville, MA 01436

Wakefield Municipal Light Department
9 Albion St., P. O. Box 190
Wakefield, MA 01880

Wellesley Public Works Department
455 Worcester St., Taylor Block
Wellesley, MA 02181

West Boylston Municipal Lighting Plant
4 Crescent Way
W. Boylston, MA 01583

Westfield Gas & Electric Department
100 Elm St.
Westfield, MA 01085

Water Companies

Acoaxet Water Works
212 Howland Rd.
Westport, MA 02790

Ashfield Water Co.
Box 187
Suburban Dr.
Ashfield, MA 01330

Assabet Water Company
359 Harvard Rd.
Stow, MA 01775

Barnstable Water Co.
Box 326
47 Old Yarmouth Rd.
Hyannis, MA 02601

Cool Sandy Beach Water Co.
19 Warren St.
Leicester, MA 01524

Dedham Water Co.
500 Grove St.
Haddon Heights, N.J. 01524

Dover Water Co.
P.O. Box 125
95 Walpole St.
Dover, MA 02030

East Northfield Water Co.
Revell Hall
Northfield, MA 01360

Edgartown Water Co.
24 Machacket Rd.
P.O. Box 238
Edgartown, MA 02539

Gilchrist Springs Corporation
Summit Rd.
Richmond, MA 01254

Granville Center Water Co.
75 Broad St.
Westfield, MA 01085

Hammond Acres Water Co.
Chesterfield Rd.
Goshen, MA

High Wood Water Co., Inc.
P.O. Box 484
Mashpee, MA

Hill Water Co.
Prospect Hill
Stockbridge, MA 01262

Hingham Water Co.
500 Grove St.
Haddon Heights, N.J. 08035

Housatonic Water Works Co.
P.O. Box 299
601 Stockbridge Rd.
Great Barrington, MA 01230

Hutchinson Water Co.
Hutchinson Lane
Cheshire Hills, Cheshire, MA 01225

Kings' Grant Water Co., Inc.
880 Mendon Rd.
N. Attleborough, MA 02760

Ashmere Water Supply
Augustus J. Lombardi
George Schnopp Rd.
Hinsdale, MA 01235

Mahkeenac Water Works, Co.Inc.
8 Whitney St.
Newton, MA 02160

Mass.-American Water Works Co.
500 Grove St.
Haddon Heights, N.J. 08035

Menemsha Water Co.
Box 13
Chilmark, MA 02535

Milford Water Co.
230 Main St.
Milford, MA 01757

Monterey Water Co.
Main Rd.
Box 17
Monterey, MA 01244

New Junction Water Co., Inc.
Yvonne Drive
Dalton, MA 01226

Oxford Water Co.
500 Grove St.
Haddon Heights, N.J. 08035

Astro Water
Box 842
Lakeville, MA 02347

Salisbury Water Supply Co.
500 Grove St.
Haddon Heights, N.J. 08035

Sheffield Water Co.
Box 295
Sheffield, MA 01257

Southbridge Water Supply Co.
70 Foster St.
Southbridge, MA 01550

South Egremont Water Co., Inc.
510 Egremont Rd.
Box 266
S. Egremont, MA 01258

Wannacommet Water Co.
500 Grove St.
Haddon Heights, N.J. 08035

Westhampton Water Co.
Southampton Rd.
Westhampton, MA 01060

Westport Harbor Aqueduct Co.
P.O. Box 1800
Fall River, MA 02720

West Stockbridge Water Co., Inc.
Box 176
W. Stockbridge, MA 01266

Whitinsville Water Co.
44 Lake St.
Whitinsville, MA 01588

Witches Brook Water Co.
124 Main St.
Box 17
Westford, MA 01886

Wylde Wood Water Works, Inc.
129 Perkins Row,
Topsfield, MA 01983

Black Water Works
8 Wells St.
Erving, MA 01344

Beechwood Water
c/o Charles Parker
90 Eastern Ave.
Keene, NH

McNamara Water Works
P.O. Box 13
Dover, MA 02030

Oakes Water
Middle Rd.
Clarksburg, MA 07247

Whitney Water System
Crossroads
Clarksburg, MA 01247

Butterworth Water
c/o Barry Krock
390 Main St.
Worcester, MA 01608

Clough Water
c/o Dr. Laurence Bedell, Jr.
63 Centre St.
Dover, MA 02030

Duck Farm Springs Water
Norfolk, MA 02056

Pleasant Point Water
Wellfleet, MA 02667

Red Mills Water Supply
c/o Timothy Shea
Route 8
Clarksburg, MA 01247

Railroads

Boston & Maine Corp.
Iron Horse Park
North Billerica, MA 01862

Cape Cod & Hyannis RR Co.
Boston Post Rd.
Sudbury, MA 01776

Bay Colony Railroad
420 Bedford St.
Lexington, MA 02173

Central Vermont Railway
2 Federal St.
St. Albans, Vt. 05478

Consolidated Rail Corp.
Room 806
6 Penn Center Plaza
Philadelphia, PA 19104

Fore River Railroad Corp.
145 East Howard St.
Quincy, MA 02169

Grafton & Upton Railroad
Depot St.
Hopedale, MA 01040

Pioneer Valley Railroad
P. O. Box 1368
Westfield, MA 01086

Providence & Worcester RR Co.
1 Depot Square
Woonsocket, R.I. 02895

National Railroad Passenger Corp.
(AMTRAK)
230 Congress St.
Boston, MA 02109

Bus Companies

A.A. Transportation Co.
167 Fairhaven Rd. - Route #2
Route #2
Concord, MA 01742

A.B.C., Inc.
120 Plympton St.
Providence, RI 02904

A. Yankee Line, Inc.
1135 Main St.
Concord, MA 01742

Adams Motor Trans. Co.
631 Walk Hill St.
Mattapan, MA 02126

Airways Transportation Co.
10 Gainsboro St.
Boston, MA 02115

American Eagle Motor Coach
1091 Kempton St.
New Bedford, Ma 02740

American Transit Corp.
67 Dowling Parkway
Pittsfield, MA 01202

Andre Coachlines, Inc.
56 Oakland Rd.
Brookline, MA 02146

Arrow Line, Inc.
105 Cherry St.
East Hartford, CT 06108

Alldrive Trans/Travel and Limousine
Service, Inc.
69 Coolidge Rd.
Lynn, MA 01902

Art's Beach Taxi
9 Washington Ave.
Provincetown, MA 02657

Auto-Bus, Inc.
170 Granite Ave.
Dorchester, MA 02125

B. C. Lines, Inc.
200 Washington St.
Auburn, MA 01501

B & W Express Corporation
367 Dorchester Ave.
South Boston, MA 02127

Barre Bus Company, Inc.
Main St.
Rutland, MA 01543

Barrett's Tours
Somerset Rd.
Nantucket, MA 02554

Bay State Bus Corporation
1442 Main St.
Brockton, MA 02401

Baystate Bus Commuter Lines, Inc.
1139 Washington St.
Stoughton, MA 02072

Bedford Charter Service, Inc.
11 Railroad Ave.
Bedford, MA 01730

Berkshire Bus Co., Inc.
RFD #2
Great Barrington, MA 01230

Big W Trans., Inc.
46 Fountain St.
Ashland, MA 01721

Blanchard Charter Service, Inc.
555 Whipple Rd.
Tewksbury, MA 01876

Bloom, H. & L., Inc.
427 Cohannet St.
Taunton, MA 02780

Bloom's Bus Lines, Inc.
427 Cohannet St.
Taunton, MA 02780

Bonanza Bus Lines, Inc.
27 Sabin St.
Providence, Rhode Island 02903

Boston Doubledeckers, Inc.
120 McGrath Highway
Somerville, MA 02143

Boston Tours
Paul A. Maughton, d/b/a
89 Arcadia Ave.
Waltham, MA 02154

Boston-Worcester Express Corp.
367 Dorchester Ave.
South Boston, MA 02127

Brander Bus Lines, Inc.
20 Slater St.
Rehoboth, MA 02769

Bridgewater State College
Grove St. Building
Bridgewater, MA 02324

Brookside Motor Coach
Larry W. Manosh, d/b/a
P. O. Box 102
Stow, MA 01775

Brush Hill Transportation Co.
31 Milk St.
Boston, MA 02109

Bus Companies (cont.)

Buckingham Bus & Taxi Service
Donald W. Buckingham, d/b/a
21 Station Ave.
Groton, MA 01450

Burgess, Robert
170 Eastern Ave.
Springfield, MA 01109

Burman, David R.
11 Deerfield Drive
Westborough, MA 01581

C. & W. Trans., Inc.
240 Bedford St.
Lexington, MA 02173

C.A.P.I.C. HEAD START
E.B. Newton School
Pauline St.
Winthrop, MA 02152

Cambridgeport Child Care, Inc.
65R Chestnut St.
Cambridge, MA 02139

Canton & Blue Hill Bus Line, Inc.
16 Rockland St.
Canton, MA 02021

Cape Cod Bus Lines, Inc.
11 Walker St.
Falmouth, MA 02540

Cape Cod & Hyannis Railroad, Inc.
Boston Post Rd.
Sudbury, MA 01776

Cape Transit, Inc.
P. O. Box H
222 Old Chatham Rd.
South Dennis, MA 02660

Carey's Motor Transportation, Inc.
305 Temple St.
Whitman, MA 02382

Camper Tours, Inc.
65 Oxbow Drive
Wrentham, MA 02093

Cape Cod Shuttle Bus Service, Inc.
149 Rhine Cliff St.
Arlington, MA 02174

Carpenter, W. M., Inc.
190 Lexington St.
Woburn, MA 01801

Carroll, William S., Inc.
640 Hammond St.
Chestnut Hill, MA 02167

Central Mass. Bus Co., Inc.
East St.
Petersham, MA 01366

Chapin & Sadler, Inc.
Union St.
Montague, MA 01351

Charles Bob Transportation
Robert C. MacvMurdo, d/b/a/
200 Frontage Rd.
Boston, MA 02118

Chelsea Hill Associates
100 Captain's Row
Chelsea, MA 02150

Christension, Frederick, W.
Gleasondale Rd.
Stow, MA 01775

Coastal Acres Dune Tours, Inc.
c/o Manuel Phillips
Bradford Street Extension
Provincetown, MA 026557

Commonwealth Coach, Inc.
171 Corporation Way
Medford, MA 02155

Commonwealth Limousine Service, Inc.
26 Marlborough St.
Boston, MA 02116

Convention & Travel Consultants, Inc.
7 Acorn Drive
Randolph, MA 02368

Copley Motor Tours, Inc.
10 Gainsboro St.
Boston, MA 02115

Coppola, Inc.
28 South Central St.
Haverhill, MA 01830

Crystal Transport, Inc.
38 Ash St.
Concord, MA 01742

Deacon Trans., Inc.
329 W. 2nd St.
South Boston, MA 02127

Dee Bus Service
Leo R. Dee, d/b/a
54 Orchard Rd.
West Concord, MA 01742

DeGere, Edward W.
134 Bellevue Ave.
Adams, MA 01220

Dolmolino, Raymond R., Inc.
Mount Washington Rd.
South Egremont, MA 02158

DePalma Transportation Service
Louis DePalma, d/b/a/
71 Garden St.
Feeding Hills, MA 01001

Doherty's Garage, Inc.
161 Lincoln Rd.
Lincoln, MA 01773

Drifting Sands Dune Tours, Inc.
Route 6A Highland Rd.
Truro, MA 02666

Drummond, H. T., Inc.
22 McClelland Rd.
Halifax, MA 02338

Dufour Brothers, Inc.
Main St.
Hinsdale, MA 02135

Dunbar Bus Co.
Thomas Dunbar, d/b/a
3 Middlesex Rd.
Tyngsboro, MA 01879

Dyer, William H.
South Main St.
Otis, MA 01253

Edgartown Katama Stagelines, Inc.
Box 8 - Main St.
Edgartown, MA 02539

Englander Coach Lines, Inc.
69 Union St.
North Adams, MA 01247

Fair Haven Christian School, Inc.
Grapevine Rd.
Wenham, MA 01936

Fiore Bus Service, Inc.
24 Bennett Highway
Route 1
Saugus, MA 01906

Fiore, Ralph Bus Service, Inc.
3 Plank St.
Billerica, MA 01821

Fitchburg & Leominster St. RR
R1427 Water St.
Fitchburg, MA 01420

Fox Bus Lines, Inc.
141 Ballard St.
Worcester, MA 01613

Dunn Lines, Inc.
7 (R) Mill St.
Maynard, MA 01754

Edmar Limousine Service
76 Broadway
Chelsea, MA 02150

Fraser Sales, Inc.
Route 102
Lee, MA 01238

Freedom Trail Shuttle Corp.
69 Norman St.
Everett, MA 02149

Gagnon, A. J., & Sons, Inc.
1479 Hildreth St.
Dracut, MA 01826

Bus Companies (cont.)

Gardner, S. Bus Co., Inc.
51 Littleton Rd.
Ayer, MA 01432

Gary, Charles B., Inc.
Russell Rd.
Blandford, MA 01008

Gateway Bus Line, Inc.
2506 Cranberry Highway
Wareham, MA 02571

Gay Head Sightseeing Co., Inc.
Circuit Ave.
Oak Bluffs, MA 02557

Gloucester Trans. Co., Inc.
Parker St.
Gloucester, MA 01930

Goodtyme Travel Company
Brian Powell, d/b/a
134 High St.
Holyoke, MA 01040

Gray Line Of Boston, Inc.
367 Dorchester Ave.
South Boston, MA 02127

Gray Line, Inc.
367 Dorchester Ave.
South Boston, MA 02127

Greene, Hubert F.
Ware Rd.
Belchertown, MA 01007

Greenfield & Montague
Transp. Area
382 Deerfield St.
Greenfield, MA 01301

Greyhound Lines, Inc.
10 St. James Ave.
Boston, MA 02115

Gulbankian, Michael, Inc.
40 Mt. Vickery Rd.
Southboro, MA 01772

Harding's Bus Service, Inc.
6 Gardner Rd.
South Ashburnham, MA 01466

Haskells Charter Service, Inc.
Rear of 728 Pleasant St.
Attleboro, MA 02703

Healey, Martin J.
119 Lynn Shore Drive
Lynn, MA 01902

Helwin's Adventurers
Edwin and Helen Wintermantle, d/b/a
12B Lexington Manor-Laurel St.
Lee, MA 01238

Herbin, Wilbert L., Jr.
60 Camden St.
Roxbury, MA 02118

Heritage Truck & Transit, Inc.
750 West Broadway
Gardner, MA 01440

Hogan Associates, Inc.
346 Chandler St.
Worcester, MA 01602

Holiday Charter Service
712 Main St.
Clinton, MA 01510

Holmes, W. T. Trans. Co., Inc.
22 Myrtle St.
Norfolk, MA 02056

Holyoke St. Railway Co.
63 North Canal St.
Holyoke, MA 01040

Howard, S. Bus Co.
Sandra Howard, d/b/a
399 Bank St.
Fall River, MA 02722

Hub Bus Lines, Inc.
321 Washington St.
Somerville, MA 02143

Hudson Bus Lines
Kenneth Hudson Inc., d/b/a
70 Union St.
Medford, MA 02155

Hudson Bus Lines, Inc.
388 Washington St.
East Weymouth, MA 02189

Hudson Aviation Services
Logan Airport
East Boston, MA 02128

Ingle, Joseph Bus Service, Inc.
Circuit St.
West Hanover, MA 02339

Interstate Coach
1139 Washington St.
Stoughton, MA

Island Tours
Barnstable Bus Co., Inc., d/b/a
Ferndoc St.
Hyannis, MA 02601

Island Transport, Inc.
Beach Rd.
Tisbury, MA 02568

J & J Bus Company, Inc.
Belchertown Rd.
Ware, Mass. 01082

J. T. Bus Lines, Inc.
43 Goodrich St.
North Adams, MA 01247

Kinson Bus Lines
Basil S. Kinson, Inc., d/b/a
6 Railroad Ave.
Georgetown, MA 01833

Kunkel Bus Company
100 East Main St., Box 278
Webster, Mass. 01570

Kuzmeskus, Frank M.
5 Alice St.
Turners Falls, Mass. 01376

L&S Transportation Co.
1273 Rodman St.
Fall River, MA 02721

LaPorte's Bus Lines
John W. LaPorte, d/b/a
Merriam Rd.
Princeton, Mass. 01541

Lizak Bus Service, Inc.
West Main St.
Warren, Mass. 01083

Lolaw Transit Management, Inc.
Clark Rd.
Tewksbury, MA 01876

Longueil Transportation, Inc.
144 Shaker Rd.
East Longmeadow, Mass. 01028

Lopes, August A. & Son
August A. Lopes, d/b/a
33 North Main St.
Raynham Center, MA 02767

Lower Cape Bus and Taxi, Inc.
726 Old Bass River Rd.
Dennis, MA 02638

Lucini Bus Line, Inc.
369 South Main St.
West Bridgewater, MA 02379

Lynn Head Start-Day Care, Inc.
360 Washington St.
Lynn, MA 01901

Lynnfield Community, Inc.
c/o Hudson Bus Lines
70 Union St.
Medford, MA 02155

M.A.C.-MAE Bus Co. Inc.
Worcester Rd. - RT 62
Hubbardston, MA 01452

Macy's Garage, Inc.
Main St.
Sheffield, MA 01257

Manchester Trans. Services, Inc.
39 Pleasant St.
Manchester, MA 01944

Marathon Lines, Inc.
196 Fountain St.
Framingham, MA 01701

Bus Companies (cont.)

Marinel Trans. Inc.
Ward Way
North Chelmsford, MA 01863

Martha's Vineyard Sightseeing
Bus Line, Inc.
Circuit Ave. Extension
Oak Bluffs, MA 02557

Mass. Bay Trans. Authority
45 High St.
Boston, MA 02110

Massini, Henry J.
Route 7-A
Sheffield, MA 01257

McCarty, James Limousine Service
700 Mechanic St.
Leominster, MA 01453

McGinn Bus Co., Inc.
36-38 Harbor St.
West Lynn, MA 01901

McGrail, G. L. Co.
263 Main St.
North Brookfield, MA 01535

McGregor-Smith Motor Co., Inc.
72 Coffin Ave.
Haverhill, MA 01830

McIntire Bus Lines, Inc.
c/o Hudson Bus Lines
70 Union St.
Medford, MA 02155

McIntire Trans., Inc.
24 Bennett Highway, Route 1
Saugus, MA 01906

McKinney School Bus Co.
Robert McKinney, d/b/a
34 Orchard St.
Methuen, MA 01844

Meadow's Dune Tours
Matthew J. Costa, d/b/a
Bradford Street Ext.
Provincetown, MA 02657

Medeiros Bus Co. Inc.
1091 Kempton St.
New Bedford, MA 02741

Medeiros Bus Company, Inc.
709 Russell Mills Rd.
South Dartmouth, MA 02714

Merrimac Transportation, Inc.
Route 125 By-Pass
North Andover, MA 01845

Merrimac Valley Area Trans.
85 Railroad Ave.
Haverhill, MA 01830

E. H. Merrifield Bus Co., Inc.
1776 Chestnut Hill Ave.
Athol, MA 01331

Metro Bus, Inc.
169 Norfolk St.
Boston, MA 02115

Michaud Bus Lines, Inc.
61 Jefferson Ave.
Salem, MA 01970

Mount Grace Regional Trans. Corp.
545 Main St.
YMCA Building
Athol, MA 01331

My Coach, Inc.
409 Bailey St.
Fall River, MA 02554

Nantucket & Sconset Bus Line, Inc.
Coach Stop
19 South Water St.
Nantucket, MA 02554

Natick Bus Service, Inc.
65 Rockland St.
Natick, MA 01760

North Shore Bus Co., Inc.
851 Broadway
Revere, MA 02151

North Shore Tours, Inc.
Charles L. Rando, d/b/a
14 Briarwood Drive
Danvers, MA 01923

North Truro Camping Area, Inc.
Highland Ave.
North Truro, MA 02652

Northside Bus Service, Inc.
Main St.
Barnstable, MA 02630

Norwell Coach Service
H.E.J. Corporation, d/b/a
724 Main St.
Norwell, MA 02061

Ormsbee, John B.
Main St.
Mill River, MA 01244

Palmer Motor Coach Service, Inc.
P. O. Box 431 Park St.
Palmer, MA 01069

Pepperell Bus Lines
Ronald H. Rajaniemi, d/b/a
368 Main St.
West Townsend, MA 01474

Peter Pan Bus Lines, Inc.
1776 Main St.
Springfield, MA 01101

Peter Pan Bus Lines, Inc.
217 Main St.
Oxford, MA 01540

Phillips, Clarke A., Jr.
431 Webster St.
P. O. Box 695
Marshfield, MA 02050

Phillips, Clarke A., Jr.
666 Nantasket Ave.
Hull, MA 02045

Pierce Transit Co., Inc.
2178 Bridge St.
Dracut, MA 01826

Pina, Edwin J., Sr. & Son, Inc.
227 Bumps River Rd.
Osterville, MA 02655

Pittsfield Courtesy Bus Co., Inc.
Putnam Rd. Box 135
Lanesboro, MA 01237

Plymouth & Brockton St.
Railway Co.
8 Industrial Park Rd.
Plymouth, MA 02360

Plymouth Rock Trolley Co., Inc.
22 Main St.
Plymouth, MA 02360

Quickway Trans. Inc.
51 Worcester St.
West Boylston, MA 01583

R & F Trans. Co., Inc.
35 Dana St.
Taunton, MA 02780

Rapid Transit, Inc.
52 Crest Ave.
Winthrop, MA 02152

Reliable Bus Lines, Inc.
1091 Kempton St.
New Bedford, MA 02744

Rendek, Lawrence
84 Lawrence St.
Fall River, MA 02722

Priority Express
A-Line Partnership, d/b/a
194 Maple St.
Sherborn, MA 01770

Ride-Well, Inc.
South Bremen St.
Pier assport
Boston, MA 02128

Riley Bus Co.
Vincent J. and Brian V. Riley, d/b/a
100 Olympic Rd.
Somerset, MA 02726

Ritchie Bus Lines, Inc.
257 West Main St.
Northboro, MA 01532

Rockland Motors, Inc.
Market St.
Rockland, MA 02370

Rono Transportation Corp.
59 White Pond Rd.
Stow, MA 01775

Rotando & Ramstrom, Inc.
114 West Boylston St.
West Boylston, MA 01583

Bus Companies (cont.)

Salem Trolley Corp.
59 Wharf St.
Salem, MA 01970

Salter, John P., Inc.
188 State St.
Newburyport, MA 01950

Sansone Motors, Inc.
100 Broadway
Norwood, MA 02062

Saving Dollar Charter Service
c/o Willie Jones
27 Harwood St.
Dorchester, MA 02124

Shaughnessy, F.L., Inc.
489 Boston Rd.
Billerica, MA 01821

South Shore Gray Line, Inc.
69 Norman St.
Everett, MA 02149

Southbridge Livery Service Co., Inc.
142 Hamilton St.
Southbridge, MA 01550

Springfield-Agawama Bus Lines, Inc.
59 Service Center Rd.
Northampton, MA 01060

Springfield Transit Management
2840 Main St.
Springfield, MA 01101

Strong Corp.
26 Pleasant St.
Easthampton, MA 01072

Strong Corporation
2840 Main St.
Springfield, MA 01107

Sturbridge Trolley Service, Inc.
P. O. Box 792
Sturbridge, MA 01566

Swift River Bus Co., Inc.
Roach Ave.
Orange, MA 03164

Thompson Oil Co., Inc.
Grove St.
Upton, MA 01568

Town & Country Trans. and Leasing Corp.
1221 South Washington St.
North Attleboro, MA 02760

Townsend Limousine Service
Dolores M. Nauman, d/b/a
127 North End Rd.
Townsend, MA 01469

Stork Transportation Systems
Thomas N. Arnold, d/b/a
286 Blue Hill Ave.
Milton, MA 02186

Trailways of New England, Inc.
1776 Main St.
Springfield, MA 01101

Transit Bus Lines, Inc.
609 Main St.
Walpole, MA 02081

Transit Management of Cape Ann, Inc.
P. O. Box 606
Gloucester, MA 01931

Travel Time
Denire, Inc., d/b/a
277 Newbury St.
West Peabody, MA 01960

Travel Time Bus Lines, Inc.
99 Arnold St.
Springfield, MA 01119

Tremblay's Bus Co., Inc.
84 Lawrence St.
Fall River, MA 02722

Trombly Motor Coach Service, Inc.
Route 125 By-Pass
North Andover, MA 01845

Union Street Bus Co., Inc.
64 Potomska St.
New Bedford, MA 02741

United Truck & Bus Service Co.
71 Central St.
East Bridgewater, MA 02333

Vendetti Motors, Inc.
411 West Central St.
Franklin, MA 02038

Vermont Transit Co., Inc.
135 St. Paul St.
Burlington, VT 05402

Vocell Bus Company, Inc.
751 Boston Rd.
Billerica, MA 01821

Wallace Bus Lines, Inc.
145 Belcher St.
Holbrook, MA 02343

Waltham Truck Equipment Corp.
260 Lexington St.
Waltham, MA 02154

Warrentown Trans., Inc.
Summer St.
Middleboro, MA 02346

WE, Inc.
Delmont St.
Westfield, MA 01085

Wellesley Motor Coach Co.
47 New York Ave.
Framingham, MA 01701

Western Mass. Bus Lines, Inc.
59 Service Center Road
Northampton, MA 01060

Westminster Limousine Service
71 Main St.
Westminster, MA 01473

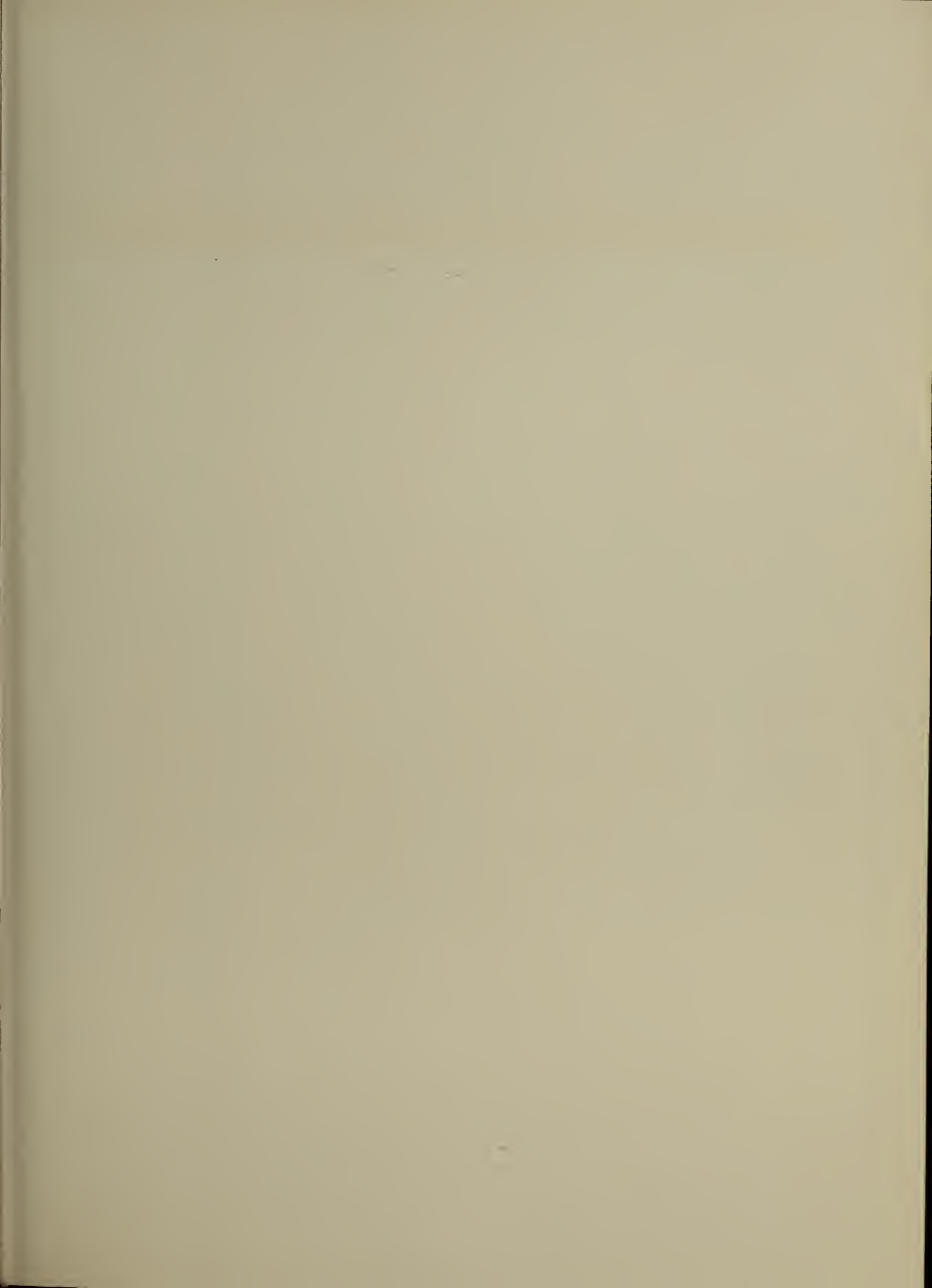
White, R. H. Bus Co., Inc.
41 Central St.
Auburn, MA 01501

Wilson Bus Lines, Inc.
Main St.
East Templeton, MA 01438

Wilson Bus Lines, Inc.
80 Lunenburg St.
Fitchburg, MA 01420

Winston Airport Services, Inc.
c/o Quickway Transp., Inc.
51 Worcester St.
W. Boylston, MA 01583

Worcester Area Trans. Co, Inc.
287 Grove St.
Worcester, MA 01613



The Department of Public Utilities
12th Floor
100 Cambridge Street
Boston, Massachusetts 02202

For information or assistance:
Administration and Information
(617) 727-3500

Consumer Division
(617) 727-3531
1-800-392-6066



